

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

WEDNESDAY, THE 21ST DAY OF JUNE 2023

CONSUMER CASE No.76/2023

Mandapaka Satyanarayana,
D.No.7-4-001A,
Gummella Lane,
Pidikondala Street,
Yanam-533464.

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Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry
- 2) The Assistant Engineer,
Electricity Department,
Yanam.
- 3) The Junior Engineer,
Electricity Department,
Yanam.

....

Respondents

This case in C.C. No.76/2023 came up before this Forum for final hearing on 19/06/2023. After hearing both sides and having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

A Complaint was received from Mandapaka Satyanarayana, on 18/04/2023. In the complaint, the Complainant had stated that he is residing in the above

mentioned address. Because of digital meter fixed by the Department he has got more current consumption bill. He has only a small hut, but still he received electricity consumption bill of Rs.700/-per month. The Complainant therefore prayed this Forum to issue necessary directions to the Respondents to check issue of higher electricity bill is charged. Hence, the Complaint.

2. The complaint was registered as C.C. No.76/2023 on 18/04/2023 and copy of the complaint was sent to the Executive Engineer, Cables & TTC and others for filing reply by 02/05/2023. Reply from the Respondents was received on 15/05/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 26/05/2023.

3. In the Affidavit dated 08/05/2023 the Assistant Engineer, Yanam / Respondent No.2 had stated that on field inspection of the policy bearing No.91-04-01-0087 it is observed that the connected load of installation of 1.2KW against sanctioned load of 0.56KW. As per the directions of the Forum on 18/04/2023, a check meter was provided in series with the existing energy meter on 20/02/2023 for two days. The initial and final readings are recorded as follows:

	Main meter	Check meter
Initial reading on 20/04/2023	9718.6	617.5
Final reading on 22/04/2023	9736.3	635.3
	17.7	17.8

From the above recordings, there is no marginal difference between the main meter and the check meter.

4. Hearing was held on 26/05/2023 through video conferencing. Both the Complainant and the Respondents were present. The Complainant has submitted that he has electrical gadgets like Television, Refrigerator, 2 Nos. of fan, Tubelights Mixie etc., Further he has submitted that he has done entire re-wiring recently. The Respondents were directed to check the leakage of wiring if any from the

Complainant’s house and to furnish a check reading at a gap of 7 days. The case was posted for further hearing on 19/06/2023.

5. Second hearing was held on 19/06/2023 through video conferencing. Both the Complainant and the Respondents were present. As directed by this Forum, the Respondents have submitted a statement of reading and consumption details of main and check meter. On perusal of the same, the reading and consumption of check meter are almost same and therefore, this Forum is satisfied that there is no defect found in the static meter. During the hearing the Complainant had again informed that the consumption recorded is higher. He also informed that several consumers in Yanam are also suffering from higher consumption after the change of old meter with static meter. The Complainant has been explained the accuracy difference between the electro-mechanical meter and static meter and is also informed that all electro-mechanical meters have been replaced with static meters as per the directions of the Government of India and Hon’ble JERC.

Observation: i. The consumption details as received from the Assistant Engineer, Yanam are reproduced below:

Date	Main meter reading	Consumption in units	Check meter reading	Consumption in units	Net difference in consumption in units
26/05/2023	10017.5	-	00643.2	-	-
27/05/2023	10023.8	6.3	00645.4	6.2	0.1
02/06/2023	10046.0	28.5	00671.7	28.5	0
12/06/2023	10148.2	130.7	00773.8	130.6	0.1

Since there is no test bench in Yanam to test the meters, the Department has been asked to connect another meter in series with main meter to check the performance of the meter. From the above consumption details it may be observed that:

- i. Consumption difference between two meter is negligible or nil.
- ii. One day consumption is 6.3 units, one week average is 4 units /day and next 10 days consumption is about 10.2 units/day.

This clearly shows that consumption is varying as per usage.

ii. It is informed by the Assistant Engineer / Junior Engineer, Yanam O&M that there is no natural ventilation in the house of the Complainant. As such the load factor and usage hours may be more.

ORDER

- i. In view of the above, the Complaint is not allowed.
- ii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 21st day of June, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN