

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

FRIDAY, THE 29TH DAY OF OCTOBER 2021

CONSUMER CASE No.77/2021

T.S. Ramanathan
Represented by R. Vignesh,
South Street Extension,
Pidari Amman Koil Street,
Near Thalatheru,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Karaikal.
- 3) The Junior Accounts Officer – Rev,
Electricity Department,
Karaikal.
- 4) The Junior Engineer –Town-North,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.77/2021 came up before this Forum for final hearing on 21/10/2021 at Puducherry. After having stood over till this date for consideration this Forum has delivered the following.

The case of the Complainant is as follows:

1. A complaint has been received from R. Vignesh, Captain, Indian Navy, through email on 07/10/2021. In the complaint the Complainant had stated that, his father T.S. Ramanathan, a senior citizen, aged 72 years, residing at Karaikal, who is facing a unique problem with regard to bill payment of Policy code No.63-33-04-0417B. Eventhough, electricity bills are received physically for the month of July 2021 and August 2021 for Rs.2,571/- and Rs.355/- respectively, he could not make payment for the bills even after making 7 to 10 visits to the Department by his father. The Electricity Department has intimated that no record exists for the above said consumer number. This is confusing and misleading as physically bills have been generated. His father has tried through online payment, No dues message is reflected every time. This is a unique situation, where the consumer is ready to make payment and physical bill had been issued, the Department is unable to receive the dues and issue a receipt. As per Section 56 of Electricity Act 2003, supply will be disconnected for non payment after 15 days of due date. As a dutiful citizen, has made all efforts to pay the bills, the same has not been accepted. In view of the above, the Complainant has prayed for (a) To resolve the issue of updating of records in the system to receive the amount for consumer No.63-33-04-04-0417B (b) Make necessary action for receipt of money online for all future payments (c) Ensure there is no disconnection of electricity connection as the fault is not at the customer end. (d) Ensure that no such repetition of incident happens in future. Hence the complaint.

2. The complaint has been registered as C.C. No.77/2021 on 12/10/2021 and the copy of the complaint was given to the Executive Engineer and others for giving reply by 25/10/2021. This Forum had camp sitting on 21/10/2021 at Karaikal for hearing of other listed cases. After hearing all cases in order to expedite this case pertaining to senior citizen, the Respondents have been directed to submit orally in this case as this Forum did not want to disturb the Complainant being a senior citizen. The Respondent replied that the issue had been resolved as the old policy code to this Complaint was given by oversight which the billing server had not accepted. After change of new code, the issue had been resolved. The Respondent was directed to

inform the Complainant accordingly. The Respondent has also furnished reply on 28/10/2021.

3. Further, in the Affidavit dated 27/10/2021, it has been stated that the Complainant has made online payment for current consumption charges vide receipt No.21580202745 dated 22/10/2021 for Rs.2,782/-. The print out of the complainant receipt are also furnished by the Respondent. Hence, the Respondent prayed for dismissal of the Complaint.

ORDER

i. As the Complaint has been resolved to the satisfaction of the Complainant, the Complaint is closed.

Dated at Puducherry on this the 29th day of October 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN