

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

MONDAY, THE 19TH DAY OF JUNE 2023

CONSUMER CASE No. 81/2023

K. Murugan,
No.60, Ezhumalayan Nagar,
Second Cross Street,
Nainarmandapam,
Puducherry-605004.

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Complainant

Vs.

- 1) The Executive Engineer- Urban,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Marapalam,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer- Rev.I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer –Murungapakkam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.81/2023 came up before this Forum for final hearing on 13/06/2023. After hearing both sides 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 K. Murugan on 09/05/2023. In the complaint, the Complainant had stated that his wife is only in his house only and has less utilisation of current. For the month of March 2023 he received a bill for Rs.372/-, but when he approached the Department for making payment he was told that an amount of Rs.14,748/- needs to be paid. Earlier the Meter Reader informed that the meter is not working properly and asked to inform the Junior Engineer, Murungapakkam. The meter is new one provided by the Department, if the meter is sent for testing for certifying then only the correctness can be find. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents for revision of bill. Hence the complaint.

2. The complaint has been registered as C.C. No.81/2023 on 09/05/2023 and copy of the complaint was sent to the Executive Engineer –Urban and others for giving reply by 22/05/2023. Reply from the Respondents was received on 31/05/2023. The case was posted for hearing on 06/06/2023.

3. In the Affidavit dated 30/05/2023, the Assistant Engineer Marapalam / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that the service connection effected to Thiru K. Murugan on 06/07/2022 and the policy code is 10-54-02-0066PJ/A2 with a connected load of 9770 watts. Based on the complaint the bill for the month of April 2023 regards the meter showed very low consumption whereas the consumer has provided all kind of domestic appliances including Air-conditioners. The energy meter has been checked physically and found that the meter is doubted for recording condition consumption. It is enquired from the consumer and they have repeatedly informed that they are not utilizing more power supply. During inspection Air-conditioner is running and connected all domestic appliances. It has been informed several times to the consumer by field staff that the meter is recording low and average unit consumption will be raised

until replacement of meter. Based on the existing connected load the average consumption unit has been raised as 329 instead of 29 units mentioned in the current consumption bill and revised from July 2022 to April 2023 and calculated the outstanding arrears Rs.12,709/-. At present its came to know that the consumer has lodged a complaint at CGRF regarding the revision of bills. In view of the above, the check meter has been fixed in series with the existing meter on 16/05/2023 with initial reading 0003.0 kwh. After 13 days the reading has been taken on new fixed meter is 137 kwh on 29/05/2023. The stuck energy meter has been taken replaced by new one and same is sent to Lab section for testing the performance of the meter on 24/05/2023. The test report and MFR copy are enclosed for reference. The existing energy meter for extension power supply had been provided on department side. The comparative reading of both meter readings are shown below.

Date	Old Meter reading in kwh	Check meter reading in kwh	
16/05/2023	179	3.7	Check meter provided
23/05/2023	180.1	74	Faulty meter released and sent to lab for testing.
13 days	1.1	133.3	

The average consumption as per defective meter is 29 units for the corresponding period but it is noticed that the actual usage seems to be considerably high. The check meter reading has been taken into consideration.

4. In the Affidavit dated 29/05/2023 the Junior Accounts Officer-Rev.I / Respondent No.3 had stated that the service has been effected with effect from 06/07/2022 and the meter reading recorded as 176kwh so far. As per the inspection of the Junior Engineer, Murungapakkam, and based on the pattern of consumption received from field, it is stated that the meter is not working and the bill is revised for 329 units/p.m from the date of service connection to April 2023, since the connected load of domestic service is 9770 watts.

5. Hearing was held on 06/06/2023. Both the Complainant and the Respondents were present. During the hearing the Complainant stated that entire day he is working in the shop and only his wife stays in the house and there is no possibility of so much electricity consumption. He reiterated that unless the testing of the defective meter is received, the bill cannot be accepted. The Respondent No.2 has been directed to get the meter tested in the lab in the presence of the Complainant and file a report within 3 days. The Respondent No.3 has been directed to revise the bill as per Regulation 7.12 of Supply Code 2018. The case was posted for further hearing on 13/06/2023.

6. During the hearing held on 13/06/2023, it is observed from the lab report that the meter is defective. The Complainant satisfied on the findings of the tested meter. The Respondent No.2 had informed that the new meter has been provided and the Complainant informed that the meter is in good working condition. From the working sheet given by the Respondent No.3, it is found that the average consumption has been worked out based on the 24 days consumption available with the Department after change of meter. The Respondent No.2 had informed that regular reading for the Complainant policy falls on 20th June. Hence this Forum directed the Respondent No.2 to take reading on 20/06/2023 and workout exact consumption for the month and based on the consumption, the bill for the previous 3 months be revised and issued to the Complainant as per Regulation 7.12 and 7.26 of the Supply Code 2018.

ORDER

i. As directed above, based on the consumption for the billing month of April 2023 the average for the month of January, February and March 2023 billing cycle

be revised and revised bill to be issued to the Complainant within 5 days from the date of taking the reading with a copy marked to this Forum

- ii. The Complainant should pay the bill within 15 days from the date of receipt.
- iii. Thus the complaint is allowed.
- iv. 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 19th day of June, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN