

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

THURSDAY, THE 18TH DAY OF NOVEMBER 2021

CONSUMER CASE No.84/2021

S. Hemachandar S/o
R. Sekar,
No.64-A, Lane C,
VVP Nagar,
Thattanchavady,
Puducherry

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Complainant

Vs.

- 1) The Executive Engineer Rural (North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Lawspet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer – Rev-II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer –Gorimedu,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.84/2021 came up before this Forum for final hearing on 16/11/2021. 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 S. Hemachandar, through email on 12/10/2021. In the complaint the Complainant had stated that, he had received a bill for the month of September 2021 pertaining to the Policy No.21-45-04-0364A standing in the name of R. Sekar for Rs.1,669/- as detailed below.

Month	Bill date	Due date	Final reading	Actual	Arrear	BPSC	Sales	Service	Total due	Total paid
9/2021	04/10	25/10	1461	1669	0	0	0	0	1669	1669
8/2021	03/09	24/09	861	132	0	0	0	0	132	132
7/2021	04/08	26/08	861	225	0	0	0	0	225	225

This Forum advised the Complainant to furnish a copy of the bill for the month of September 2021. In response the Complainant had stated that that the bill for September 2021 was not received as no reading was taken and bill paid through online. He had requested to check the readings and to do the needful. Another mail was received from the Complainant on 18/10/2021 stating that he has received bill for the month of August and September 2021 and the reading are same and requested to look into the matter and check whether the bill raised are correct. Hence, the complaint.

2. The complaint has been registered as C.C. No.84/2021 on 22/10/2021 and the copy of the complaint was sent to the Executive Engineer (Rural-North) and others for giving reply by 02/11/2021. The reply from the Junior Accounts Officer-Revenue-II / Respondent No.3 was received on 03/11/2021 and a copy of the reply sent to the Complainant through email and the case was posted for hearing on 16/11/2021. Hearing was not attended by the Complainant but only by the Respondents.

3. In the Affidavit dated 29/10/2021, the Junior Accounts Officer Rev-II / Respondent No.3 on behalf of others has stated that the Complainant sought for revision of current consumption charges bill in respect of the domestic service bearing policy No.208150/A2 held in the name of R. Segar. Due to problem in main server of the Electricity Department, Puducherry current consumption charges bill for August 2021 was not served to the consumers. Hence 'Door Lock' status for bills was maintained for the month of August 2021 in the system Meter reading was subsequently taken for the month of September 2021 and accordingly average units for two months were calculated for the month of August and September 2021 as per the calculation in working sheet as detailed below:

August 2021		Initial reading	861				
September 2021		Final reading	1461				
		Units consumed	600 (300 units per month)				
	Tariff	1.55	2.60	4.65	6.05		
Month	Units	CC	FSC	Sur 5%	Total	Paid	Balance
Aug 21	300	880	40	5	925	179	746
Sep 21	300	880	40	5	925	2	1669

Amount paid	Rs.132
Excess (SD Interest)	Rs. 47
Time payment excess	Rs. 2
Total	Rs. 180
Arrears	Rs.1669
BPSC	Rs. 0
Total	Rs.1669

4. During the hearing the Respondent was directed to furnish check reading with date in respect of the Complainant's service connection, for all the cases registered by this Forum in respect of billing and metering dispute. The Respondent was also directed that whenever there is a problem in the billing system / meter reading the consumer shall be apprised through media that issue of bills are being held up for such and such reasons. The working sheet and bill raised in respect of the Complainant is found to be in order.

ORDER

- i. The Respondent is directed to furnish copy of the bill along with the working sheet to the Complainant by 17/11/2021.
- ii. As the Complaint has been resolved to the satisfaction of the Complainant, the Complaint is closed.

Dated at Puducherry on this the 18th day of November 2021

Sd/-	Sd/-	Sd/-
(R. KRISHNAMURTHY) JERC NOMINATED MEMBER	(A.S. JITENDRA RAO) LICENSEE MEMBER	(T. GOPALAKRISHNAN) CHAIRMAN