

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 20th DAY OF JUNE 2022

CONSUMER CASE No.84/2022

Anjalatchy,
W/o Veerappan,
KBR Garden,
Koodapakkam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer Rural-North (O&M),
Electricity Department,
Puducherry
- 2) The Assistant Engineer – Sedharapet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer- Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer- Ramanathapuram,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.84/2022 came up before this Forum for final hearing on 14/06/2022. 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:

1. A Complaint was received from Anjalatchy W/o Veerappan on 17/05/2022. In the complaint, the Complainant had stated that she is a daily wager. She had built a house at KBR Garden, Koodapakkam. She had obtained a new service connection two years back with policy code No.37-69-01-0102E. The electricity consumption bill for the past 1 ½ years was received for Rs.12,279/- and she paid Rs.10,000/-. She has enclosed copy of the receipt. After 22/12/2021, she had received another bill on 06/05/2022 with due as 20,000/-. The bill is not being issued regularly. She has to bear additional burden to pay the huge amount. The Complainant prayed this Forum to arrange to issue bill regularly. Hence, the Complaint.

2. The complaint was registered as C.C. No.84/2022 on 18/05/2022 and copy of the Complaint forwarded to the Executive Engineer, Rural(North) and others to furnish reply by 30/05/2022. The Respondents furnished reply on 31/05/2022 and a copy of the same communicated to the Complainant. The case was posted for hearing on 14/06/2022.

3. In the Affidavit dated 27/05/2022, the Assistant Engineer-Sedharapet / Respondent No.2 on behalf of others had stated that, the service connection bearing Policy No.264378 (Code No.37-69-01-0102E) has been effected on 21/01/2020 in the name of Tmt. V. Anjalatchi at Plot No.20, Main Road, KBR Garden, Koodapakkam, Puduchery. With regard to the Complaint filed by the Complainant, the Meter Reader has been enquired about non-serving of current consumption charges bill regularly to the above said consumer and only at the time of main gate of the house is closed, the bill has been marked as Door Locked (DL) and dropped inside the house. During the period from March 2020 to August 2020 and April 2021 to June 2021, the bills could not be served due to COVID-19 lock down.

4. In the Affidavit dated 26/05/2022, the Junior Accounts Officer-Rev.III / Respondent No.3 stated that the ledger date in respect of the said service from

February 2020 to February 2022 was submitted to the Forum. As per the ledger records, the said service connection was effected on 21/01/2020. As per the stub reading furnished by Meter Reader, relevant particulars are being entered in the computer system every month. The Computer System view for the billing month of March 2022 in respect of the said service as on 25/05/2022 shown as detailed below:

<u>Billing month</u>	<u>- March 2022</u>
Final reading	: 11200 kwh
Initial reading	: 9500 kwh
C.C. charges	: Rs.9,392/-
Arrears	: Rs.9,186/-
BP	: <u>Rs. 499/-</u>
Total	: <u>Rs.19,477/-</u>

5. Hearing was held on 14/06/2022. Both the Complainant and Respondents were present. During the hearing the Complainant submitted that meter reading was not taken regularly, hence she had to approach the Junior Engineer, to seek regular bill. The Junior Engineer, sought time to clarify the remarks of the Complainant. Till date no satisfactory reply was received from the Respondent No.4. Hence given a complaint to this Forum. She had stated that door was not locked and she is available at the nearby shop and can arrange to open the door for taking reading. Further the bills are not raised for the actual meter reading and the bill amount raised for lesser reading.

6. On perusal of the Ledger, it was seen that the Complainant had paid total amount of Rs.27,755/- on 5 occasions. Further, for a single storeyed house built on 20 x 60 plot, it is seen that the consumption was on the higher side. The Respondent No.4 was asked to clarify this point. The Junior Engineer, stated that the house was inspected and at the time of inspection it was seen that the Complainant had installed one Air-conditioner unit and the connected load in the bill is 1.52 kwh

which is as per the application given at the time of getting new service connection. The Respondent was directed to arrange for check reading so as to corroborate with the actual reading for the bill raised. Further the Respondents are directed to check the connected load and make necessary changes in the data base as Fixed Surcharge is being levied based on the connected load. The Respondent No.3 was directed to issue bill based on the check reading. The Respondents are further directed to furnish a working sheet for Rs.12,248/- for the closing reading of 11,200 units.

ORDER

- i. The Respondent No.4 is directed to take check reading and send report to the Junior Accounts Officer-Rev.II. The Junior Accounts Officer-Rev.II based on check reading, to issue revised bill with working sheet within 3 days from the date of this Order.
- ii. The Complainant as agreed, to remit the bill amount after receipt of bill from the Junior Accounts Officer-Rev-II within 7 days.
- iii. Thus, the complaint is allowed.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 20th day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/--

(T. GOPALAKRISHNAN)
CHAIRMAN