

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.85/2022

VBA Vengatesh,
Seventh Cross Street,
Kumaran Nagar, Lawspet,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer Rural-North (O&M),
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- Ashok Nagar,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.85/2022 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 VBA Vengatesh on 18/05/2022 through email. In the complaint, the Complainant had stated that he used to get bills around Rs.1500 to Rs.2000 every month and pay the bills regularly. During the month of March 2022, they have wrongly entered units as 6360 and sent a demand of Rs.19,025/-. This is very huge amount and I have been running the Office of the Assistant Engineer, Lawspet, Junior Engineer, Ashok Nagar, and Junior Accounts Officer-Rev.II to solve the issue, but no action has been taken. The Complainant prayed this Forum to Order for revision of bills. Hence, the Complaint.

2. The complaint was registered as C.C. No.85/2022 on 20/05/2022 and copy of the Complaint forwarded to the Executive Engineer, Rural(North) and others to furnish reply by 31/05/2022. The Respondents furnished reply on 01/06/2022 and a copy of the same communicated to the Complainant. The case was posted for hearing on 16/06/2022.

3. In the Affidavit dated 30/05/2022, the Junior Accounts Officer-Rev.II / Respondent No.3 had stated that, for the Policy Code- 22-03-02-0140A, the bill as on March 2022 is Rs.34/- only. Whereas the Assistant Engineer, Lawspet had stated that he has sent report to the Junior Accounts Officer-Rev. II for Policy Code 22-03-02-0140AA for revision of bill.

4. Hearing was held on 14/06/2022. Both the Complainant and Respondents were present. During the hearing the Complainant submitted that the Junior Accounts Officer-Rev.II had issued clarification in respect of Policy Code 22-03-02-0140A, whereas he had issue only in Policy Code 22-03-02-0140AA. At that time, it was pointed out to the Complainant that he has mentioned only 22-03-02-0140A in his complaint and hence he was asked to file a fresh petition for the new policy. However, it was found from the report of the Assistant Engineer, Lawspet, that he has sent a report only in respect of Policy Code 22-03-02-0140AA. When enquired, the Junior Accounts Officer-Rev. II had stated that the consumer was issued average

bill since there was door locked and after getting reading from the Assistant Engineer, Lawspet they have revised the bill. The Junior Accounts Officer-Rev-II has been directed to issue revised bill to the Complainant for the policy code 22-03-02-0140AA within 3 days. The Complainant had been asked to file a new complaint, in case, if he had any issues in the revised bill.

ORDER

- i. The Respondent No.3 is directed to issue revised bill within 3 days with a copy marked to this Forum for records.
- ii. Since the present issue, i.e., issue of revised bill has been addressed, the complaint is treated as closed.

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