

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 2ND DAY OF DECEMBER 2021

CONSUMER CASE No.87/2021

K. Pazhani,
No.5, Middle Street,
Pilliyarkuppam,
Thondamanatham(Post),
Puducherry

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Complainant

Vs.

- 1) The Executive Engineer Rural (North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer – Sedarapet,
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.87/2021 came up before this Forum for final hearing on 22/11/2021. 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 K. Pazhani, Senior Citizen on 27/10/2021. In the complaint the Complainant stated that, at R.S. No. 51/11 a house was built over

100 years where three generations have lived. Before 50 years he had obtained service connection with Policy No.82092/A2. Based on the energy meter readings bills are being served and he is a regular remitter of the bill amount. In the street, where he is residing for 60 years, the LT lines are not changed but new services connections are effected. Due to this, the lines on the eastern side gets snapped frequently. In the opposite house one S. Ilanchezhian with Policy No.37-73-0193 and 2. V. Sivaperumal with Policy No.193263/A2 are living. They had not paid current consumption charges bills for the past many years causing loss to the Government. When the Department disconnected the supply, they have taken illegal connection by tapping which causes lines to get snapped. He had obtained 3 phase connection and paid charges for the same. But a small meter had been connected, stating that the three phase connection will give adequate power supply. In spite of this, power interruption had caused failure of electrical gadgets causing lot of hardships. Based on the intervention of the MLA lines have been changed. In the new services, bills are raised with excess amount Fixed Charges, BPSC which are remitted regularly. Even after reporting about illegal activity of the residents living opposite to the house, no action had been taken. The Department had raised bill as door locked('DL'). Even after taking up the matter to the Junior Accounts Officer-Rev.II, to the Assistant Engineer, Sedarapet, bills are not been revised without DL average causing doubling the charges. He has requested to take action to avoid bills delivered with DL wantonly by the Department. Hence, the complaint.

2. The complaint is registered as C.C. No.87/2021 on 29/10/2021 and the copy of the complaint was sent to the Executive Engineer (Rural-North) and others for giving reply by 10/11/2021. The reply was received on 10/11/2021 and the case was posted for hearing on 22/11/2021. The hearing was attended by both the Complainant and the Respondents.

3. In the Affidavit dated 10/11/2021, the Assistant Engineer, Sedarapet/ Respondent No.2 on behalf of Respondent No.1 and 4 has stated that the Complainant K. Pazhani, alleged that same persons are indulging in illegally taking power supply directly from the nearby LT line through hook and thereby not only

making revenue loss to the Government Exchequer but also snapping the lines which resulted in damaging his home appliances. As informed in the complaint by the Complainant, no such policy bearing policy code No.37-73-03-0193 is existing in the name of S. Ilanchezhian at No.3, Nadu Theru, Pilliarkuppam and no hooked service has been found during inspection. Regarding allegation on Thiru V. Sivaperumal, it is informed that a domestic service connection bearing Policy code 37-73-02-0116/A2 was existing in his name at No.4, Nadu Thery, Pilliyarkuppam, Puducherry and the same was disconnected due to non-payment of current consumption charges and the same was cancelled, and the matter has been referred to the Senior Accounts Officer (Revenue General), Electricity Department, Puducherry for recovery of the ODC amount through Revenue Recovery Act. Regarding the allegation that Thiru S. Ilanchezhian and Thiru V. Sivaperumal are utilizing power supply through hooked service, it is stated that no hooked service have been found during inspection of the premises on 09/04/2021 and several times and also on 08/11/2021. Regarding issuing bills with DL, it is informed that there are two numbers of domestic services bearing policy No.37-73-02-0192B and 37-73-02-0192BA existing at No.5, Middle Street, Pilliyarkuppam in the name of the Complainant. Due to COVID-19, the current consumption bills were not issued to all the consumers in Puducherry for the month of April and May 2021. Only from the month of June 2021, the Department started taking readings and issuing bills to all the consumers in Puducherry. The bill dated 09/07/2021 along with previous reading i.e., March 2021 reading DL has also been mentioned for the period for which bills were not issued i.e., April and May 2021. The Complainant has misunderstood the DL mentioned in the bill and filed this Complaint. The Complainant had sought information regarding the details of calculation for the period from April to June 2021 and the detailed calculation were furnished to the Complainant.

4. In the Affidavit dated 10/11/2021, the Junior Accounts Officer- Rev-II/ Respondent No.3 has stated that the Complainant had sought for revision of current consumption charges bill in respect of two numbers of domestic electrical service connection bearing policy No.37-73-02-0192B and 37-73-02-0192BA existing at

No.5, Middle Street, Pilliyarkuppam in the name of the Complainant. Due to COVID-19 situation prevailed in Puducherry, current consumption bills were not served to the Consumers including the said two numbers of domestic service connection from April 2021 to June 2021. As such Door Lock(DL) status was maintained in the bill in respect of the above said policies. Working sheet for calculation of current consumption charges for the period from April 2021 to September 2021 is submitted and as per the calculation the Complainant has to pay Rs.2,534/- and Rs.1,417/- towards current consumption charges in respect of the two policies respectively.

5. During enquiry the Assistant Engineer, Sedarapet / Respondent No.2 has stated that one three phase service connection with static type meter have been provided in the Complainant's house. Bills have not been raised due to on set of COVID-19 for the month of April to June 2021. However, there is no issue of theft of energy by the residents living opposite to the house of Complainant and instruction are issued for periodical inspection in the area. In the hearing the Respondents are directed to conduct inspection during night time to ensure there is no theft of energy by illegal tapping. It has also been clarified to the Complainant that bill with DL has not been intentionally given for the Complainant and entire consumer in Pilliyarkuppam village have not been served with bill due to COVID-19. On perusal of the working sheet, the same are found to be correct.

ORDER

- i. The Respondent is directed to conduct periodical inspection and ensure that there is no illegal tapping of power connection as alleged by the Complainant.
- ii. The Complainant is directed to clear the pending bill within 21 days from the Order
- iii. The Complainant is also directed that if he come across any illegal tapping, the matter be reported to the local Police Station with evidences and to the Department higher officials to initiate prompt action.
- iv. Thus the Complaint is not allowed.

v. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 2nd day of December 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN