

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

TUESDAY, THE 28TH DAY OF JUNE 2022

CONSUMER CASE No.87/2022

V. Rajarajan,
No.21, Dr. Dhanapal Nagar,
Mutharaiyarpalayam,
Puducherry 605009.

....

Complainant

Vs.

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

....

Respondents

This case in C.C. No.87/2022 came up before this Forum for final hearing on 23/06/2022. 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 was received from V. Rajarajan, during the public interaction programme of this Forum held at Mutharaiyarpalayam on 24/05/2022. In the complaint, the Complainant had stated that the connected load has been mentioned wrongly in the bill in respect of Policy code No.26-15-03-0357SF. He has requested for correction of connected load in the bill. Hence, the Complaint.
2. The complaint was registered as C.C. No.87/2022 on 24/05/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 03/06/2022. Reply received from the Respondents on 13/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 23/06/2022.
3. In the Affidavit dated 10/06/2022, the Assistant Engineer, Kurumbapet/ Respondent No.2 filed on behalf of Respondent No.1 and 4 had stated that, the connected load was mentioned as 79201W by mistake instead of 7920W. The connected load has been corrected and the Junior Accounts Officer, Rev-II was requested to issue revised bill. Though the Junior Accounts Officer-Rev.II/ Respondent No.3 has failed to file any Affidavit regarding bill revision, even though she is Respondent No.3 in this case. This casual attitude is strongly condemned.
4. Hearing was held on 23/06/2022. The Complainant was absent. During the hearing the Junior Accounts Officer-Rev. II has been directed to file Affidavit on the current status of the bill revision by the evening of 23/06/2022

ORDER

- i. Since the issue raised by the Complainant has been sorted out, the complaint is treated as closed.

- ii. The Respondent No.3 is directed to send revised bill within 7 days from the date of this Order with a copy to this Forum for records.
- iii. 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 28th day of June, 2022.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN