

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 DECEMBER 2021

CONSUMER CASE No.89/2021

C. Sadanandam,
No.265, Lenin Street,
Kosapalayam,
Puducherry- 605 013.
Complainant

....

Vs.

- 1) The Executive Engineer -Urban O&M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer -Town-II,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer- Rev-I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer – Saram,
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.89/2021 came up before this Forum for final hearing on 09/12/2021. 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 C. Sadanandam on 11/11/2021. In the complaint, the Complainant had stated that in Policy No.07-34-03-0258A and 07-34-03-0257 the bills are being paid through online. But, the amount paid was not updated and the bills are indicating the same as arrears and hence he is forced to make double payment. Besides abnormal amount was charged in spite of the meter reading found to be very low. Hence the Complainant has prayed to provide justice and revise bill amount to be paid. Hence, the Complaint.
2. The complaint was registered as C.C. No.89/2021 on 12/11/2021 and the copy of the complaint was forwarded to the Executive Engineer – Urban and others to furnish reply by 23.11.2021. On receipt of the reply from the Respondents the same has been communicated to the Complainant and the case was posted for hearing on 09/12/2021. Hearing was attended by both the Complainant and Respondents.
3. In the Affidavit dated 24/11/2021, the Assistant Engineer-Town-II /Respondent No.2 on behalf of Respondent No.1 and 4 had stated that, the Complainant C. Sadanandam is having commercial service connection bearing policy code 07-34-03-0258A/A1 and 07-34-03-0257/A1 and stated that the online

payment made during the month of June 2021 has been adjusted subsequently due to software update issues. The payment of Rs.6,218/- for policy No. 07-34-03-0258/A1 is shown as failed for online payment. Regarding policy No.07-34-03-0257/A1 the consumer had paid current consumption charges. In addition, it is stated that the reading for August 2021 was taken, however current consumption bill could not be generated due to migration and new software. The reading was updated in subsequent month and bill claimed without BPSC.

4. In the Affidavit dated 22/11/2021, the Junior Accounts Officer-Rev.I / Respondent No.3 stated that the online payment made during the month of June 2021 has been adjusted subsequently, due to software update issues. The payment of Rs.6218/- for Policy No. 07-34-03-0258A/A1 is shown as failed, for online payment. Necessary statement and revised bill without claiming BPSC are submitted.

5. In the hearing, the Complainant stated that the payment made through online is not reflected in the subsequent bills and the amount is shown as arrears with BPSC. Working sheet has been explained to the Complainant and stated that it was informed that no BPSC was charged and the amount to be paid for October 2021 is Rs.3,284 in respect of Policy No. 07-34-03-0257/A1 and Rs.735/- in respect of policy No. 07-34-03-0258A/A1. The Complainant could not confirm the crediting of the failed transaction amount to his bank account.

Observation: It is seen that bills have not been issued from April to June 2021. Respondent No.3 has not furnished the reasons for the same. Again in respect of policy No. 07-34-03-0258A/A1 bills are not issued from April to June 2021, July to August 2021 and September to October 2021. Bills have not been regularly

issued and reasons for the same have not been adduced by the Respondent. The Respondents are directed to furnish bills every month promptly in future, failing which, appropriate action will be taken.

ORDER

- i. Since the complaint has been resolved to the satisfaction of the Complainant, the Complaint is closed.
- ii. The Complainant is directed to pay the bill amount before the due date for both the policy number.

Dated at Puducherry on this the 20th day of December, 2021

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN