

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.90/2021

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

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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.

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Respondents

This case in C.C. No.90/2021 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.07-34-03-0257A and 07-34-03-0258 the bills are being paid regularly through online. But, the amount paid was not reflected in the subsequent bills and the previous bill amount is shown as arrears and hence he is forced to make double payment. Further, abnormal amount was charged in spite of the meter reading found to be very low. Hence the Complainant has prayed to correct the bill and provide corrected bill for making payment. Hence, the Complaint.
2. The complaint was registered as C.C. No.90/2021 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 was 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, it was wrongly entered as 14400 units instead of 1400 units during the month of August

2021 and the same was corrected in the subsequent bill without levying BPSC. Further it is stated that reading was taken for the month of August 2021. However, bills could not be generated due to software migration.

4. In the Affidavit dated 22/11/2021, the Junior Accounts Officer-Rev.I / Respondent No.3 stated that online payment made during June 2021 in respect of the Policy No. 07-34-03-0257A/A2 has been adjusted subsequently due to software update issues. Payment of Rs.107/- paid for Policy No. 07-34-03-0258/A2 is shown as failed for online and the copy of the internet transaction details was also forwarded as evidence.

5. In the hearing, the Complainant could not confirm whether the amount debited has been credited back to his bank account. The Complainant requested 3 instalments for making payment of outstanding arrears of Rs.15,505/- in respect of Policy No. 07-34-03-0257A.

ORDER

- i. The Respondents are directed to issue instalment order to the Complainant for making payment as requested.
- ii. The Complainant is directed to make payment in 3 instalments along with corresponding monthly regular current consumption bill amount.
- iii. Thus, the complaint is allowed to the extent indicated.

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