

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.90/2022

V. Malathi,
No.459 / 1 Arumai Kannu Street,
Marutham Nagar,
Gandhi Thirunallur,
Mutharaiyarpalayam,
Puducherry 605009.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.90/2022 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. Malathi, during the public interaction programme of this Forum held at Mutharaiyarpalayam on 24/05/2022. In the complaint, the Complainant had stated that she is residing in the above mentioned address. Her service connection policy code No.26-14-05-0586ZC. She has stated that the meter installed in her house is not working and request this Forum to Order for necessary directions to set right the meter. Hence, the Complaint.

2. The complaint was registered as C.C. No.90/2022 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 3 had stated that, the meter in the service connection is repair due to display problem and the faulty meter has been replaced on 08/06/2022 by new one and the released meter is sent to the Assistant Engineer / LTM for testing and requested to furnish downloaded data of consumption for revision of bill needed if any.

4. Hearing was held on 23/06/2022. The Complainant called absent. The Respondent No.2 submitted that the previous data from the released meter could not be downloaded. Due to non-availability of the software of the energy meter of that make.

Observation: The Respondent is to follow up with the Lab section and inform upon the officials to get the data downloaded from the meter in co-ordination with the manufacturer.

ORDER

- i. The Respondents are directed to revise the bill as per Regulations of the Supply Code 2018 based on the lab test report, if needed.
- ii. The Complainant is directed to pay the amount as per the revised bill, if any.
- iii. Thus, the Complaint is allowed.

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