

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.91/2022

M. Saravanan,
No.383, Vazhudavur Main Road,
Shanmugapuram,
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 Accounts Officer – Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer- Mutharaiyarpalayam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.91/2022 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 M. Saravanan, during the public interaction programme of this Forum held at Mutharaiyarpalayam on 24/05/2022. In the complaint, the Complainant had stated that he is receiving current consumption bill belatedly, continuously for the past 3 months. Meter reading are not taken according to the schedule. Because of this, he is getting higher slab rate of current consumption bill. The Complainant prays for necessary Orders for correction. Hence, the Complaint.
2. The complaint was registered as C.C. No.91/2022 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 Meter Reader for the area is ill and proceeded on medical leave and no substitute posted in his place. Because of this, the area staff are taking reading, resulting in delay. The Assistant Engineer, Kurumbapet has assured that there will be no delay in issue of bill hereafter.
4. Hearing was held on 23/06/2022. The Complainant called absent. The explanation given by the Assistant Engineer, Kurumbapet is not accepted by this Forum as he has not indicated any concrete measures to solve the problem. The Assistant Engineer, Kurumbapet has been instructed to show how the bills will be served within 30 days as stipulated in the Supply Code. The Assistant Engineer, Kurumbapet has been directed to make necessary arrangements to ensure that bills are issued for a period of 30 days and if there is any delay in taking reading beyond

30 days and bills to be adjusted on pro rata for 30 days and bills to be issued. When there is delay on the part of the Department in issue of bills, BPSC should not be charged for the belated payment.

ORDER

- i. As communicated above, the Respondent should arrange to issue bills within 30 days for the consumption of 30 days and by giving sufficient time to the consumers to pay the bills as stipulated in the Supply Code 2018. Any deviation will be treated as violation of Supply Code and will be referred to JERC as non-compliance of Orders.
- ii. Thus, the complaint is allowed.
- 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