

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

FRIDAY, THE 21ST DAY OF JULY 2023

CONSUMER CASE No. 95/2023

R. Kumaran,
S/o Rajagopal,
No.43, Main Road,
Gopalankadai,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer-Rural(North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Boomianpet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer- Villianur,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.95/2023 came up before this Forum for final hearing on 17/07/2023. 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.

A Complaint was received from R. Kumaran S/o Rajagopal on 21/06/2023. In the complaint, the Complainant had informed that the meter was running fast and he got very high bills. In order to solve the problem he had approached the employee of O&M Office and paid an amount of Rs.15,000/-, Rs.20,000/- and Rs.15,000/- in the last 1 1/2 years. The employee assured that he will arrange to change the meter and revise the bill. But nothing happened so far. Recently a bill has been received from the Department mentioning an amount of Rs.95,000/- as due to be paid. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to replace the meter and revise the bill. Hence the complaint.

2. The complaint has been registered as C.C. No.95/2023 on 21/06/2023 and copy of the complaint was sent to the Executive Engineer –Rural (North) and others for giving reply by 03/07/2023. Reply from the Respondents was received on 10/07/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 17/07/2023.

3. In the Affidavit dated 07/07/2023, the Assistant Engineer, Boomianpet / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that Tmt. R. Sumathi has reported that their electricity usage is minimum whereas she is getting higher electricity bill and doubt over meter function and requested to take action. The letter has been forwarded to the Junior Engineer, Villianur for necessary action. The Junior Engineer reported that the meter existing in the service connection bearing policy code No.32-80-05-0404 held in the name of Sumathy was replaced by the Department meter after getting tested in the lab and the released meter was sent to the lab for performance test and downloading the consumption data of the service connection vide MFR No.107617 dated 05/07/2023. The details of Fixed / released meter are detailed below:

<u>Fixed meter</u>		<u>Released meter</u>	
Date	05/07/2023	05/07/2023	
Meter No.	484960	2103246	
Make	Vision Tex	HE	
Capacity	5-30A/3 phase	5-30A/ 3 Phase	
Reading	11208	47559	

The Junior Engineer, Villianur furnished the present connected load in the above premises as detailed below:

	<u>Ground Floor</u>	<u>First Floor</u>
Light	46 x 40 = 1840	27x40 =1080
Fan	8 x 60 = 480	3x60 = 180
5A Plug	13 x 100= 1300	12x100=1200
15A Plug	2 x1000= 2000	4x1000=4000
A.C	2 x2000= 4000	1x2000=2000
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Total	7620 Watts	8460 Watts

Ground Floor = 7620 Watts First Floor = 8460 Watts; Total 16080 Watts

The lab report of released meter from the above service connected and the A.E/LTM has certified that the performance of the meter is found normal and the errors are within the permissible limits, the revision of bill will not arise. Thiru Ilaiazhagar ALI of Villianur O&M was enquired about the allegation made by the Complainant in the presence the Junior Engineer, Villianur on 05/06/2023. He has informed that Tmt. R. Sumathi has approached him and reported that the meter in her service connection is running fast. In turn he has told the consumer to get the revision of bill after paying one instalment and he has informed that he has received Rs.27,500/- only from the Complainant and paid the amount to the Department on 21/03/2023 and handed over the receipt to the Complainant (Copy enclosed) (Copy of statement given by A. Ilaiazhagar ALI is also enclosed). The Complainant has informed in the complaint that he has given the complaint letter and Rs.15,000/- on 22/07/2021 and Rs.21,000/- and Rs.15,000/- in the 2nd and 3rd instalment. However the meter has not been changed / bill not revised even after lapse of 1½ years. Therefore, it seems contrary. The Confidential reports has been sent to the

Executive Engineer, Rural (North) on the enquiry made and necessary action was requested on the erring staff A. Ilaiazhagar ALI..

4. In the Affidavit dated 06/07/2023 the Junior Accounts Officer-Rev.II / Respondent No.3 had stated that the Complainant has sought for revision of current consumption charges in respect of the domestic service connection bearing policy code No.32-80-05-0404/A2 held in the name of R. Sumathi. The current consumption bill statement in respect of said electrical service for the period from January 2021 to April 2023 was submitted. As per the statement the consumer is due to pay Rs.79,678/- towards arrears of current consumption charges upto the billing month of April 2023.

5. Meanwhile on 06/07/2023 the Complainant had given a letter to this Forum, mentioning that he is withdrawing the original complaint and requested not to take any action. Since there is issue related to change of meter and consumption pattern, it was decided to conduct hearing.

6. Hearing was held on 17/07/2023. The Complainant called absent and the Respondents were present. During the hearing the Respondents informed that they a separate enquiry has been conducted on the allegation of the staff and report submitted for further action. The Respondents further informed that the meter was replaced on 05/07/2023 and the reading of the meter was taken on 17/07/2023 and it is found that 172 units had been consumed for a period of 12 days. The released meter was tested in the lab and lab report mentioned that errors are within the limit. Hence revision of bill does not arise.

Observation: The allegation made by the Complainant on the employee does not come under the purview of this Forum and hence this Forum is not dealing with this Allegation. Since the Department has already replaced the meter, they should continue billing.

ORDER

- i. Since the Complainant had withdrawn his petition, the petition is treated as closed.
- ii. The Complainant should pay the arrears to the Department as per the bill issued by the Department. If require any Instalment, he may approach the Respondent No.1 for the same.

Dated at Puducherry on this the 21th day of July, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN