

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

THURSDAY, THE 23RD DAY OF JUNE 2022

CONSUMER CASE No.99/2022

Sumathy W/o Velu,
No.13A, Manthaiveli Street,
Kirumampakkam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-South,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Bahour O&M,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.III
Electricity Department,
Puducherry.
- 4) The Junior Engineer- Bahour
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.99/2022 came up before this Forum for final hearing on 17/06/2022. 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 Sumathy W/o Velu during the public interaction programme of this Forum held at Kirumampakkam on 31/05/2022. In the complaint, the Complainant had stated that she is residing in the above mentioned address. She is receiving the electricity consumption bills with reading on the higher side. Therefore, she prays this Forum to take necessary action. Hence, the Complaint.

2. The complaint was registered as C.C. No.99/2022 on 31/05/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (South) and others to furnish reply by 10/06/2022. Reply received from the Respondents on 09/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 17/06/2022.

3. In the Affidavit dated 09/06/2022, the Junior Accounts Officer-Rev.III / Respondent No.3 had stated that, the Assistant Engineer, Bahour has forwarded the report of Junior Engineer, Kirumampakkam dated 08/06/2022 stating that the additional check meter was connected in the consumer premises on 06/06/2022. Further it is stated that the check reading has been taken on 08/06/2022 and it is found that the check meter and the existing meter have recorded the same consumption and has informed that no revision is required. Hence, the current consumption charges bill is in order and hence no revision is required.

4. In the Affidavit dated 09/06/2022 the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and for Respondent No.1 and 4, had stated that the existing energy meter was inspected by the Junior Engineer, Kirumampakkam O&M, an additional meter in series was fixed on 06/06/2022 to check the performance of the existing meter. Observation of the both meter reading consumption is same. Further, verification of the consumer's consumable home appliance, the connected load is 7348W. In view of the above, the actual reading was taken and issued current consumption bills to the consumer. Hence, bill revision is not necessary to the

consumer. The correct current consumption bill is being issued to the consumer and the Complainant's request has been verified and satisfactory report will be obtained.

5. Hearing was held on 17/06/2022. The Complainant was not present. The Respondents have filed a letter of satisfaction obtained from the Complainant dated 16/06/2022.

Observation: The Respondent had not checked the functioning of the disputed meter with reference to calibrated / standardised tests at lab and obtained report that the errors are within the permissible limit from the competent authority so as to eliminate any doubt in the minds of the Complainant.

ORDER

- i. The Respondents are directed to test the meter in the lab and based on the report from the lab, the bill to be revised, if required.
- ii. Since the grievances of the Complainant has been addressed, the complaint is treated as closed.

Dated at Puducherry on this the 23rd day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN