

BEFORE THE ELECTRICITY OMBUDSMAN
(For the State of Goa and Union Territories)
Under Section 42 (6) of the Electricity Act, 2003
3rd Floor, Plot No. 55-56, Udyog Vihar - Phase IV, Sector 18
Gurugram (Haryana) 122015,
Email ID: ombudsman.jercuts@gov.in
Phone No: 0124-4684708

Appeal No-205 of 2023.

Date of Video Conferencing: 31st January, 2024

7th February, 2024

Date of Order: 12.02.2024

Mr N. Sendhil

S/o Natrajan @ Datchinamoorthy,

No 11, Pudu Nagar, Chinna Kalapet, Puducherry

.... Appellant

Versus

The Executive Engineer (HQ)

Electricity Department, Puducherry

.... Respondent No 1

Parties present:

Appellant(s)

Ms N Sendhil

Respondent

The Executive Engineer (HQ)

Electricity Department, Puducherry

ORDER

This representation was filed on 12th December, 2023 by Mr N Sendhil S/o Natrajan @ Datchinamoorthy, No 11, Pudu Nagar, Chinna Kalapet, Puducherry under Section 42(6) of the Electricity Act 2003 read with Regulations 32 & 33 of Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations against the order in case **No. 72/2023** passed by the Ld. Consumer Grievance Redressal Forum (CGRF), Puducherry on 8th November, 2023. The representation filed by the appellant had all the documents in Tamil Language as such appellant was requested to submit translation of all the documents. The appellant submitted the translation from Tamil to English of Page No 1 to 3, Page No 20 to 27 and Page 72-73 vide his Email dated 1st January, 2024.

Following a thorough examination of the documents supporting the representation, the Ombudsman issued an admission notice on 22nd December, 2023. The Ombudsman directed the respondents to file the reply to the appeal filed by the appellant vide this office letter dated 22.12.2023.

The Respondent Executive Engineer, E D Puducherry submitted his comment on 23rd January, 2024 and E hearing notice was issued on 25.01.2024 for hearing through video conferencing was fixed for 31st January, 2024

Submissions made by the Appellant

Mr N. Sendhil has submitted that he has inherited the subject property R.S No128/3A Chinna Kalapet, Pillaichavady Revenue Village, Oulgaret Block along with building from his father Mr Natrajan in the year 2020. There were Four connections in this premise as detailed hereunder:

- I. Policy Code No.24-73-01-0038-in the name of Natarajan @Datchinamurthy which was under disconnection
- II. Policy Code No.24-73-01-0037- in the name of Abdul Jabar with defective disc meter
- III. Policy Code No.24-73-01-0038A- in the name of Ameer Abbas
- IV. Policy Code No.24-73-01-0038B in the name of Ameer Abbas with digital meter

His father had entered into a lease agreement with M/s Aroma Poly Sacks owned by Abdul Jabar in the year 1998. As a lawful tenant he has paid the Security Deposit for the service

connection and availed connection bearing policy code No.24-73-01-0037 under the category 'A1'.

Abdul Abbas owner of M/s Aroma Poly Sacks had obtained service connections for the policy code No. 24-73-01-0038A and 24-73-01-0038B. The above Tenants vacated the premises in 2009.

After vacation of premise, appellant's father being owner of the land regularly paying the bills. From the year 2020 the above service connection had been utilized for Residential purpose as such Mr. N Sendhil on 24.08.2021 had requested to E.D. Puducherry for Name transfer, Three new connection and Tariff change from Industrial to Residential in the year 2021 (24.08.2021).

The Department had not taken any action on the above complaint filed on 24.08.2021 till April 2023. The appellant received a bill for Policy Code No.24-73-01-0037C with an initial reading 58839 and final reading 62979 units for the month of June 2021. The appellant paid the bill.

He had already paid the total amount owed, but was surprised to find that in the following month, an online bill was generated with arrears amounting to Rs.1,07,123/-. Despite the complainant submitting three applications for new service connections, the Department Official insisted on clearing arrears from three other policies. However, the complainant had already cleared all arrears up to date on all policies. After the payment, an abnormal bill of Rs.1,07,123/- was issued based on subsequent consumption readings, which was unexpected since all dues had been settled. The complainant requested the installation of new service connections without the precondition of clearing dues from other policies, expressing willingness to pay bills accurately based on actual consumption. This led to the filing of the complaint.

The Petitioner has indicated that this service connection was acquired for M/s Aroma Poly Sacks under the name of tenant Abdul Jabbar. The Petitioner highlighted that the meter readings have been erratic since June 2021 and that the door lock remained in place for 26 months.

Regarding this policy, the existing mechanical meter was replaced on 10/03/2023 and sent to the laboratory on 03/04/2023 for testing. The Assistant Engineer/LTM, through a report dated 04/04/2023, confirmed that the meter is in good condition, with a final reading recorded at

76683kWh. The previous reading, recorded in February 2023, stood at 58837kWh. During the intervening period, a door lock was in effect for 26 months. Based on the laboratory report, a bill revision was recommended to JAO-Rev-II on 06/04/2023, resulting in the bill being revised to Rs. 1,07,123/-. The last updated reading was 58839kWh in the monthly bill of June 2020. From July 2020 to December 2022, the same reading remained constant. From January 2021 to March 2023, the service was under a door lock condition. The consumer only paid the minimum charge of Rs. 1451/- dated 20/03/2023. Finally, the door lock was released with a report from AE/LTM, indicating an initial reading of 58839kWh and a final reading of 76884kWh. This information was updated, revealing a consumption of 18045 units over the last 26 months, with arrears amounting to Rs. 1,07,123/-, as detailed in the report from JAO/Rev-II.

During the hearing held on 23/05/2023, the Complainant asserted that the meter was withdrawn from service without his knowledge and without any prior notification. Had the Department informed him beforehand, he would have recorded the readings before its removal. Presently, he questions the authenticity of the meter that was reinstated and whether its recordings have been manipulated. Consequently, the Complainant disagrees with the revised reading of 76884 after settling all dues in March 2021.

The Department provided the Meter Testing Report for the Electromechanical meter, furnishing a copy to the Complainant. According to the report, the meter was certified as functioning normally. He also harbors doubts regarding whether the meter was actually removed from his service connection.

Policy Code No. 98687/A1 (24-73-01-0038): The petitioner has informed that this service has already been disconnected and the meter has been retrieved by the Department. However, a bill for the month of October 2022 amounting to Rs. 1,71,797/- was served. Upon the petitioner's request, the bill was revised, and the petitioner paid the revised amount of Rs. 6,652/- on 20/03/2023. Additionally, the petitioner has requested the cancellation of this service connection.

Regarding this policy, a clear report was sent on 14/11/2022 to the Junior Accounts Officer-Rev.11 for bill revision. The service was permanently disconnected due to ODC reasons, and

service connection materials were removed from the consumer premises on 19/07/2017 with a final reading of 31265. Based on this report, the JAO-Rev-II revised the bill for the period of non-use from July 2017 to October 2022, resulting in a revised amount of Rs. 5,734/-. The consumer paid an amount of Rs. 6,652/- on 20/03/2023, which includes BPSC and other charges of Rs. 530/-. After clearing the dues, the consumer was provided with an estimate for cancellation charges for this service connection, which must be paid to authorize the cancellation by the Executive Engineer, Rural (North). Subsequently, this issue concerning this policy will be resolved.

Policy Code No.151556/C1124-73-01-0038A): The Petitioner has stated that the service has been affected in 1998 in the name of the Tenant Ameer Abbas for running industries in the name of M/s Auroma Poly Sacks. For the policy the petitioner has stated that the arrear amount of Rs.5,142/- for this policy has been paid vide Receipt dated 20/03/2023 and requested for name transfer of this policy

The petitioner has given application dated 28/03/2023 for name transfer of this policy. During scrutiny and subsequent field inspection to the site, it was explained to the petitioner that there are no machineries available in the premises and name transfer can be processed only on production of municipal license. Accordingly, the petitioner has accepted and given letter for cancellation of this policy on 25/04/2023.

Policy Code No. 151555(24-73-01-0038B): The petitioner has indicated that the service was initiated in 1998 for lighting purposes at M/s Auroma Poly Sacks and was acquired in the name of the Tenant Ameer Abbas. The petitioner has requested for change of tariff and name transfer.

The petitioner submitted an application for change of tariff vide COT No. 08 dated 24/03/2023 and name transfer vide NT 100 dated 24/03/2023. During the field inspection, it was communicated that one overhead water tank with a bore well motor is utilized for 10 separate portions and a car shed. Accordingly, the petitioner withdrew request for the change of tariff application and department proceed with the name transfer only since the commercial common service will be utilized for the overhead water tank, bore well motor, and common utility.

Based on the request, the name transfer proposal is prepared for this policy to accord sanction.

The meter reading details as per the bills on record it is observed that

| Month | Previous Reading | Current Reading |
|-------------|------------------|-----------------|
| June 2020 | 52559 | 52839 |
| July 2020 | 58839 | NA |
| August 2020 | 58839 | 52959 |
| MAY 2021 | 58839 | NA |
| JUNE 2021 | 58839 | 62979 |
| JULY 2021 | 58839 | |

Meter Reader mentioning Door Lock for 26 months consecutively. The appellant vide his letter dated 24.08.2021 has intimated regarding non-functioning of meter against policy No 24-73-01-0037 but action taken by the department on 10.03.2023 when they replaced the meter and that too without any intimation to the appellant.

The appellant has also filed an affidavit vide his Email dated 30.01.2023 wherein he has denied the facts submitted by the respondent Executive Engineer E.D. Puducherry.

Submissions by the Respondent Executive Engineer E.D Puducherry

The Respondent submitted that the appellant has filed the petition before the Hon'ble Consumer Grievances Redressal Forum Vide Consumer Case No:72/2023 at 12.04.2023 for the below mentioned Policies:

- 1) Policy Code No:98687/A1 (24-73-01-0038)
- 2) Policy Code No: 151555/A1 (24-73-01-00388)
- 3) Policy Code No: 151556/C1 (24-73-01-0038A)
- 4) Policy Code No 124445/C1 (24-73-01-0037)

Based on this complaint, the consumer was met by Assistant Engineer / Kalapet at his disputed site for resolving the problem. During the meeting the consumer requested to cancel the policy for 24-73-01-0038/A1 and to name transfer the policy 24-73-01-00388 with change of tariff from A1 to A2.

(i) Policy Code No:98687/A1 (24-73-01-0038/A1)

As per the request by the appellant this policy has been cancelled after payment of cancellation charges and cancellation order issued vide No: 2579/ED/EE-R(N)/Tech/F51/23-24/dt.11.09.2023 of Executive Engineer Rural (North) O&M.

The grievance for this policy is attended and closed.

(ii) Policy Code No:151555/A1 (24-73-01-00388)

The petitioner has given application for Change of Tariff vide Lr. No: 08 dt.24.03.2023 and Name Transfer No:100/24.04.2023. The Change of tariff was affected on dt.05.06.2023 vide Order No.08/ED/AE-KSS/23-24, DL05-06-2023 and the Name transfer was affected on dt.12.06.2023 vide order copy enclosed.

The grievance for this policy is attended and closed.

(iii) Policy Code No 151556/C1 (24-73-01-0038A)

The appellant has paid the cancellation charges for this policy and cancellation order issued vide No: 2784/ED/EE-R(N)/Tech/F.51/ 23-24/dt 13.09.2023 of Executive Engineer Rural (North) O&M. Further the department has given eight Nos, of domestic service connection to 8 dwelling units, to the consumer as per the interim order of the Ld CGRF, Puducherry.

The Respondent has further submitted that issue is pending for the policy no: 24-73-01-0037/C1 only.

The petitioner has stated that this service connection was obtained for M/s Auroma Poly Sacks in the name of Tenant Abdul Jabbar and the petitioner has stated that the meter reading is erratic from June 2021 onwards and door lock for a long period.

Based on the complaint the action taken are as follows,



Pertaining to this policy, the existing mechanical meter was replaced on dt.10.03.2023 and sent to lab section on dt.03.04.2023 for meter testing purpose. The Assistant Engineer/LTM has given report vide Lr. No.01/ED/AE/LTM & Lab/ F.ch.m/23-24/ dt.04.04.2023 stating that meter is in good condition and the final reading recorded in the meter is 76683 kwh, but the previous consumption reading recorded upto January 2023 is 58839 kwh, due to door lock condition. Based on the lab report the bill revision was recommended to JAO Revenue-II on dt.06.04.2023 and bill has been revised to an amount of 1,07,123/- The last updated reading was 58839 kwh in the monthly bill of June 2020 from July 2020 to December 2022 the same reading was entered. From Jan 2021 to March 2023 the service was under door lock condition. The consumer has paid only minimum charges during the above period. Finally, the door lock was released with the report of Assistant Engineer / LTM with initial reading 58839 kwh and Final reading 76884 kwh. The same was updated and consumption for door lock period is 18045 units and arrears amounting to Rupees 1,07,123/- which has to be paid by the consumer as given in the report of JAO/ Revenue - II.

On reviewing this policy, the Hon'ble Consumer Grievance Redressal Forum has given a separate procedure evolving for calculating the current consumption charges for the disputed policyNo:24-73-01-0037 as below.

For the period August 2021 to March 2023 where old mechanical meter was in place the consumption should be calculated theoretically as per formula given in Annexure XIX of Supply code.

After March 2023 where the new meter was been installed, the consumption details should be arranged to be downloaded from the memory. The consumption for the last 6 months be worked out and the average should be applied for working current consumption charges from March 2023 to till date.

The bill should be revised as per (a) & (b) and the compensation for the delay in revising the bill as shown paid off should be deducted from the total of (a) (b) and bill amount should be revised and intimated to the consumer.

Adopting this procedure as directed by the Hon'ble CGRF Forum current consumption charges for this policy has been arrived in the working sheet to an amount of Rs. 47,118/- (Rupees Forty-Seven Thousand One Hundred and Eighteen only)

The Junior accounts officer/Revenue- II also sent a letter to the appellant vide reg. post for the payment towards current consumption for this policy.

The Appellant has not paid this amount and has preferred an appeal to the Ombudsman for this policy which remains unsolved.

Henceforth as per the direction of Hon'ble Electricity Ombudsman Vide admission notice No: JERC/ED/205/2023/dt.12.12.2023 mutual discussion was held with the appellant by the undersigned Respondent on dt.19.01.2024 and the consumer was explained that the department has done all efforts in attending his grievances in related to this policy and requested to settle the amount with instalments but the consumer disagreed.

Proceedings:

Hearing dated 21.01.2024

Appellant Mr Sendhil Nadarajan submitted that

On 24-08-2021 the appellant has requested the Asst. Engg. Kalapet Sub Divisions for seeking Name change, Tariff change, new connections and removal of non-functioning meters.

- From 1998 to 2009 my father (P.Nadarajan) rented a building to factories named Aroma Poly sacks and Apollo Poly Sacks. They have vacated premises on 2009.
- In December 2020 he has inherited this property from his Father Mr P.Nadarajan.
- On 24th August 2021 he had informed EB department that the meters are not functioning and which also disconnected.
- In his letter dated 24.08.2021 requested for Name Change, New connection and tariff change.
- He had paid all the bills till date August 2021;
- Electricity department officials advised him to get the meters shifted to Meter Panel board.
- In that Panel board EB officials installed the Following meters



Policy No: 24-73-01-0038 / A1 (which is not functioning but it was fixed)

Policy No: 24-73-01-0037 (which is not functioning but it was fixed)

Policy No: 24-73-01-0038A (which is functioning)

Policy code: 24 -73-01-0038 B (which is functioning)

- He has grievance on delayed action by the E.D Department

Respondent Executive Engineer, E.D Puducherry submitted that

- Policy Code No:98687/A1 (24-73-01-0038/A1)

As per the request by the appellant this policy has been cancelled after payment of cancellation charges and cancellation order issued vide No: 2579/ED/EE-R(N)/Tech/F.51/23-24/dt.11.09.2023 of Executive Engineer Rural (North) O&M. The grievance for this policy is attended and closed.

- Policy Code No:151555/A1 (24-73-01-0038B)

The petitioner has given application for Change of Tariff vide Letter. No: 08 dt.24.03.2023 and Name Transfer No:100/24.04.2023. The Change of tariff was affected on dt.05.06.2023 vide Order No.08/ED/AE-KSS/23-24, Dt 05-06-2023 copy enclosed and the Name transfer was affected on dt.12.06.2023 vide order copy enclosed.

The grievance for this policy is attended and closed.

- Policy Code No:151556/C1 (24-73-01-0038A)

The appellant has paid the cancellation charges for this policy and cancellation order issued vide No: 2784/ED/EE-R(N)/Tech/F.51/ 23-24/dt.13.09.2023 of Executive Engineer Rural (North) O&M.

- Further the department has given eight nos. of domestic service connection to 8 dwelling units, to the consumer as per the interim order of the Hon'ble CGRF, Puducherry.
- Only the issue is pending for the policy no: 24-73-01-0037/C1 only.

Pertaining to policy No 24-73-01-0037, the existing mechanical meter was replaced on dt.10.03.2023 and sent to lab section on dt.03.04.2023 for meter testing purpose. The Assistant Engineer/LTM has given report vide Letter. No.01/ED/AE/LTM & Lab/ F.ch.m/23-

24/Dt.04.04.2023 stating that meter is in good condition and the final reading recorded in the meter is 76683 kwh, but the previous consumption reading recorded up to January 2023 is 58839 kwh, due to door lock condition. Based on the lab report the bill revision was recommended to JAO Revenue-II on dt.06.04.2023 and bill has been revised to an amount of 1,07,123/- The last updated reading was 58839 kwh in the monthly bill of June 2020. From July 2020 to December 2022 the same reading was entered. From Jan 2021 to March 2023 the service was under door lock condition. The consumer has paid only minimum charges during the above period. Finally, the door lock was released with the report of Assistant Engineer / LTM with initial reading 58839 kwh and Final reading 76884 kwh. The same was updated and consumption for door lock period is 18045 units and arrears amounting to Rupees 1,07,123/-which has to be paid by the consumer as given in the report of JAO / Revenue - II.

Accordingly, Respondent Executive Engineer, E.D. Puducherry has been directed to submitted following documents

Meter Reading chart of all the meters from 2020 onwards, Photographs of mechanical meter removed from site and Meter removal (Meter Fixed Release) docket.

Accordingly, the next date of hearing has been fixed for 7th February, 2024.

Hearing dated 7th February, 2024

ED Puducherry has submitted the Meter Reading chart of all the meters from 2020 onwards, Photographs of mechanical meter removed from site and Meter removal (Meter Fixed Release) docket which is taken on record.

Respondent Executive Engineer E.D. Puducherry has confirmed that Policy No 0038 is disconnected since 2017. He has further confirmed that E.D. Puducherry has a letter dated 24.08.2021 on record but the reply of this letter is not with them. The staff of Executive Engineer also confirmed that they have not responded to letter dated 24.08.2021. Moreover, they have raised an issue of outstanding arrear of Rs 40215 pending against policy No 0037 but the record on file confirm that this arrear is against policy number 0038 which has already been resolved by

Junior Accounts Officer vide his letter dated 14th December, 2022. The revised amount of Rs 5,734 has also been paid by the appellant.

Findings:

- I. The appellant, even after getting the premise vacated by the tenant the leased premises, did not apply for cancellation of Industrial service in 2009 and commercial services, but continued to utilize the power for domestic purpose to number of houses on rental purpose.
- II. Though the meter reader taking monthly readings has taken reading of Two meters and for other two meter he has mentioned that meter is stuck (MS) and for other meter he has mentioned as DOOR LOCKED inspite of the fact that all four meters are existing at one location. The meter reader did not inform the higher up on the change of utilization of meters. The meter against policy number 24-73-01-0038 was lying disconnected since 2017. The outstanding arrears against this policy for Rs 40215/- has also been settled on 14th December, 2022 but no action for removal of meter is taken.
- III. The meter reading record submitted by the Respondent licensee, following is observed

| S.No | Month/Year | Policy No 24-73-01-0038 | Policy No 24-73-01-0038A | Policy No 24-73-01- 0038B | Policy No 24-73-01- 0037 |
|------|------------|----------------------------|-----------------------------|---------------------------------|--------------------------------|
| 1 | April 2022 | MS-75 @ 19161 | 20834 to 23474 | 10072 to 10122 | 58839 |
| 2 | Sep 2022 | MS-79 @ 19161 | 25094 to 25274 | 10122 to 10152 | 58839 |
| 3 | Feb 2023 | 19161 | 26314 to 26380 | 10202 to 10282 | 58839 to 76884 |
| 4 | May 2023 | 19161 | 1350 to 1360 (New meter) | 10862 to 11022 | 4011 to 4191 (New meter) |

From the above table it evidently clear that all the four meters being ready by the meter reader regularly but deliberately for one meter against policy number 24-73-01-0037 was not being read and shown as DOOR LOCK.

- IV. The meter reader was continuously mentioning DOOR LOCKED for one meter out of Four meters against policy No 0037 for as long as 26 months but there is no cognizance of such exception has been noticed by any of the officer controlling meter reader. The Respondents should enquire into this aspect and if any meter reader is found to be at fault suitable disciplinary action shall be taken against the meter reader.
- V. After change of ownership, the complainant approached the department for change of defective meter in august 2021. But the respondent failed to take action as per section 6.45-6.47 of JERC Supply code 2018
- VI. The complaint was not settled for more than 2 years and the delay in the service made the complainant unsatisfactory
- VII. The department had removed and fixed a new meter without the knowledge of the complainant which is a violation of the section 6.13 and 6.14 of the supply code 2018 and the provisions are reproduced below.

6.13: Initial installation or replacement of meter shall be done by the Licensee's representative in the presence of the consumer or his authorized representative, after giving a notice of 3 days

6.14: The Licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The Licensee shall retain one copy and the second copy, duly signed by the Authorized representative of the Licensee, shall be given to the consumer under proper acknowledgement. The consumer or his authorized representative shall also sign the Meter Particulars Sheet. Subsequently, details of any faults in the meter, repairs, replacements etc., shall be entered into the Meter Particulars Sheet by the Licensee or his authorized representative.

- VIII. The appellant vide letter dated 24.08.2021 has requested for Name change, Tariff change, New connection and disconnection of non-functional meters. The department though acknowledged, but not responded to appellant. As such it is violation of clause 5.95-5.97 of Supply Code 2018 which is reproduced as under:

1.95 If a consumer wishes to change his consumer category, the consumer shall

submit an application form to the Licensee in the format given in **Annexure VI** to this Supply Code, 2018. The Licensee shall process the application form in accordance with Regulations **Error! Reference source not found. to Error! Reference source not found.** of this Supply Code, 2018. For site inspection and issuance and payment of demand note for the estimated cost of works, both the Licensee and applicant shall follow the procedure and timelines as laid down in Regulations **Error! Reference source not found. to Error! Reference source not found.** of this Supply Code, 2018. The Licensee shall also note down the meter reading at the time of inspection. If on inspection, the consumer's request for reclassification is found valid, the Licensee shall change the category within 10 days of receipt of the application.

1.96 If the Licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.

1.97 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorized use of electricity.

- IX. The request dated 24.08.2021 by the appellant should be treated as request for tariff change in accordance with the Clause 5.95 of JERC Supply Code 2018.
- X. There has been substantial delay in replacement of defective meter as the appellant had applied for change of meter on 24/08/2021 and the meter has been changed on 10/03/2023. The total time taken for replacement of meter is 563 days. As per the Standards of Performance of JERC, Schedule III Para IV (13) time allowed to replace defective meter is 15 days and for the delay of each day Rs.50/- compensation has to be paid.
- XI. Ld. CGRF in its order dated 8th November, 2023 in case No 72/2023 has suggested a separate procedure for calculating the current consumption charges for the period.
- a) For the period August 2021 to March 2023 where old mechanical meter was in place the consumption should be calculated theoretically as per formula given in Annexure-XIX of Supply Code.
- b) After March 2023 where the new meter has been installed, the consumption details should be arranged to be downloaded from the memory. The consumption for the last 6 months be worked out and the average should be applied for working current consumption charges from March 2023 to till date.
- c) The bill should be revised as per (a) & (b) and the compensation for the delay in revising the bill as shown paid off should be deducted from the total of (a) + (b) and bill amount should be revised and intimated to the consumer.

XII. The Respondent vide their affidavit dated 25th January, 2024 has submitted that issue related to following policies has been settled.

| S.No. | Letter Reference No | Policy & Code No | ATR |
|-------|-------------------------------------|---|--|
| 1 | 2579/ED/EL- R(N)/Tech/F/51/23-24 | Policy No. 98687/A1 Code No. (24-73-01- 0038)/A1 | Connection Cancelled w.e.f. *19.07.2017 |
| 2 | NO. 08/ED/AE-KSS/A 17/23-24 | Policy No: 151555/A1, Code No.24-73-01-0038B | Category changed from A1 to A2 w.e.f. 02.06.2023 |
| 3 | 100/ED/AE- KSS/F.17/2023-2024 | Policy No: 151555/A2, Code No.24-73-01-0038B | Name change done w.e.f. 08.06.2023 in the name of Mr N Sendhil |
| 4 | 2784/ED/EL- R(N)/Tech/F/51/23-24 | Policy No 151556 Code No 24-73-01- 0038A | Connection permanently disconnected w.e.f. 26.05.2023 |

Issue related to policy number 24-73-01-0037 is pending. The issue related to policy number 24-73-01-0037 has been contested by the appellant during the course of proceedings. As per the orders of Ld CGRF in case No 72/2023 the assessment for mechanical meter has been made as per the formula suggested by Ld CGRF and bill

amounting to Rs 47118/- has been raised after giving compensation of Rs 27350/- towards delay in replacement of defective meter.

XIII. As the issue related to all other connections have been settled and appellant has no grievance in regard to other three connections no orders are being passed.

Final Order:

In view of the section 37 of CGRF and Ombudsman Regulations 2019,

- A. The appeal/representation filed by the appellant is allowed to the extent.
- B. The Order in Complaint No- 72/2023 dated-8th November, 2023, passed by Learned CGRF-Goa is set aside
- C. As the appellants request dated 24.08.2021 for Name change, Tariff change, removal of Non-functional meter and New connection is already on record, all the benefit of tariff revision shall be given with effect from 24.08.2021 onwards in respect to Policy No 24-73-01-0037 and bill be revised accordingly. The assessment for defective period from August 2021 to March 2023 shall be made in accordance with the JERC supply code 2018 along with compensation of 547 Days for delay in meter replacement. The revised bill must be sent to the appellant within 15 days from the date of issue of this order and appellant to clear the bill within 15 days of the receipt of the bill.
- D. Chief Engineer E.D. Puducherry is required to carry out the detailed investigation into the issue of DOOR LOCK being recorded by the meter reader for 26 months continuously which has created inconvenience to the customer. Disciplinary proceeding must be issued against the meter reader for not reading the meter properly when all the four meters were existing at site.

Further, there must be a periodical review mechanism for defective meter status, exceptions in meter reading. If there is no review mechanism in place the same must be devised and implemented within one months' time.

A training program must be designed for all Linemen's, meter readers and all staff members who are customer touch points so the customer services are improved to the best level in industry.

- E. The Electricity Department/Licensee is directed to submit a compliance report to the office of Electricity Ombudsman on the action taken in this regard within 15 days from the issuance of this Order by email as sufficient time has already lapsed in this case.
- F. The appeal is disposed of accordingly.

Dated: 12th February, 2024



(C M SHARMA)

Electricity Ombudsman
For Goa & UTs (Except Delhi)



