ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
SRI VIJAYA PURAM
****

Before:

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).
Smt. Biji Thomas, Independent Member.

In the matter of:

Shri. Ahmed Hussain, R/o Tushnabad, South Andaman.

.....Complainant

Versus

The Electricity Department, A & N Administration, Sri Vijaya Puram.

.....Respondent

Complaint No. : ANI/CG No. 58/2025 dated 18/02/2025.
Complaint : Excess billing bearing Consumer No. T2/2070 (Commercial)
Date of Hearing : 06/03/2025
Date of Order : 25/03/2025

ORDER

Background

Shri. Ahmed Hussain, R/o Tushnabad, South Andaman, filed a complaint vide R.D. No.1002 dated 18/02/2025 regarding revising the excess electricity charge bills towards the Consumer No. T2/2070 (Commercial).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 18/02/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer-IV, Electricity Department for submitting reply/comments within 15 days and a copy of this letter was endorsed to the complainant for information.

The AE-IV, Elect Dept., vide his letter No. EL/AE/CD/3-21/2025/721 dated 04/03/2025 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was forwarded through AE(W/Shop) and received by the Forum vide R.D No. 1025 dated 05/03/2025 (the letter is kept in case file) ***(Exbt.-1)***.

Hearing on 06/03/2025

The Hearing was held on 06/03/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

(i) Shri. Ahmed Hussain, Complainant.
(ii) Shri. G. Anand Raj, Assistant Complainant.

(iii) Shri. Jawahar Singh, Assistant Complainant.
(iv) Shri. Brij Bhushan Chaurasia, Assistant Complainant.
(v) Shri. Suresh Kumar, AE-IV, Elect. Dept.
(vi) Shri. Gurumoorthy, JE, Elect. Dept.
(vii) Shri. P.S. Shylaji, MRLCC.
(viii) Shri. K.M. Rasheed

Statement of the Complainant

Complainant Shri. Ahmed Hussain, R/o Tushnabad, South Andaman stated in his complaint dated 18/02/2025 stated that *"Sir, I am the consumer of electricity department vide consumer No. T2/2070, at Tushnabad village under Gram Panchayat, Tushnabad. It was observed that the monthly billing for the month of Sep'2023 was found to be very exorbitant and subsequently reported this matter to The Assistant Engineer (IV), Chouldhari on 8" Nov'2023, but no action was taken on my complaint on the meter No. T2/2070.Thereafter the said meter No. T2/2070 was stripped off all the loads and transferred the load to my inverter during the month of January 2024.*

It is heartening to note that even though the meter was functioning with only two LED Tube lights of 20W, and 5 Amp plug point, the billed amount from the month of Sep'2023 to Dec'2023 is Rs. 12673/- (Rupees Twelve thousand Six hundred and seventy-three only) and during the period of no load the billed amount from Jan 2024 to December 2024 is Rs. 37,459/- (Rupees Thirty-Seven thousand four hundred and fifty-nine only). The average billing prior to Sep'2023 was around Rs.1000/- per month.

In this regard it is requested that a thorough enquiry conducted to ensure that the billing is as per consumption of electricity and not merely charging in excess. I am ready to pay the bills as per the average consumption prior to Sep'2023. A copy of the letter addressed to the Assistant Engineer (IV), Chouldhari and Receipt for the period from Jan'2022 to Aug'2023 is attached for your kind perusal."

The complainant enclosed photocopies of Notice & Current Dues dated 28/01/2025, e-bills, e-receipt, Payment details, letter to the AE-IV and Aadhaar card as ID proof, which is kept in the case file (**Exbt. -2**).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-IV (W/shop), Nodal Officer (CGRF) on behalf of the Respondent/Licensee (ED) in his written submission letter dated 04/03/2025 stated that "*Sir, With reference to above referred letter the compliant raised by the consumer, Shri Ahmed Hussain R/0 Tushnabad in respect of his commercial connection bearing A/c No. T2/2070 has been verified and the details of observation noted are listed below in chronological order for the kind perusal of th Hon'ble Forum.*

1. The allegation made by the applicant that 'No action was taken on my complaint dated 8th Nov. 2023 on the meter no. T2/2070 is totally wrong as applicant meter was checked properly and informed to consumer (Copy Enclosed).
2. Shri Ahmed Hussain R/o Tushnabad has raised compliant to Assistant Engineer, Electricity Department Chouldhari for excess billing vide his letter date 08/11/2023 in respect of consumer A/c No. T2/2070 and T2/ 2071.
3. The application was duly marked to Junior Engineer Ograbraj for checking the meter and to submit report.
4. The Junior Engineer (OB) has submitted report on 15/11/2023 in the report he has started that the electric connection has been provided through tapping. the reading of the meter checked and found OK.
5. Junior Engineer (OB) again directed to install check meter in parallel to existing meter and observe the reading for one week.
6. The Junior Engineer (OB) installed a check meter on 22/11/2023 in the presence of the consumer.
7. The reading of check meter and existing meter observed from 22/11/2023 to 30/11/2023 and found unit; Consumption and same in both the meter (copy enclosed)
8. After receiving the complaint no. ANI/C. G No. 58/2025 dated 18/02/2025, the junior engineer, Ograbraj has installed a check meter on 21/02/2025 to Consumer no. T2/2070 and reading from 21/02/2025 to 28/02/2025 was observed and found unit consumption are almost same in both the meter (copy enclosed).
9. The internal wiring, main switch and 3 pin socket of the applicant found damaged
10. The complainant may be advised to rectify the internal wiring, main switch. socket point and payment of outstanding dues as meter test report is normal.
11. The extract copy of consumer profile, report from the EESL and monthly unit consumption and Meter testing report are enclosed."

The Respondent/Licensee (ED) has submitted photocopies of Monthly consumption data, Peak demand data, Consumer profile, Meter Reading record, Notice & Current Dues dated 28/01/2025, Consumer ledger, letter to the AE-IV and Meter Testing report, which is kept in the case file ***(Exbt. -3)***.

Complainant's Statement

Ahmed Hussain, a shop owner in Tushnabad, expressed his distress over an abnormal increase in his electricity bill. Despite using only, a basic lighting setup and a weighing machine, he observed an unexplained surge in his electricity charges from September 2023 onwards.

He claimed to have promptly reported the matter to the concerned authorities, but no corrective measures were taken. In January 2024, he disconnected all electrical appliances from the meter and switched to an

inverter. However, his electricity bills continued to escalate abnormally, reaching a total of ₹37,459 during the no-load period.

Hussain argued that his previous average bill was only around ₹1,000 per month and demanded an investigation into the billing pattern. He insisted that he was willing to pay as per his past average consumption and sought the forum's intervention to resolve the matter.

Respondent's Statement

The Electricity Department, in response to the complaint filed by Ahmed Hussain, maintained that proper procedures were followed in addressing his concerns. They asserted that the complainant's claim of inaction was incorrect, as a meter inspection had been conducted and the consumer was informed accordingly.

According to their report, the Junior Engineer inspected the meter on November 15, 2023, and found no faults. To verify the accuracy of the readings, a check meter was installed in November 2023, and again in February 2025. Both times, the readings of the original meter and the check meter matched, proving that the meter was functioning correctly.

The department, however, observed that the complainant's internal wiring was damaged and could be contributing to excess consumption. They advised him to repair his electrical infrastructure to prevent further anomalies and clear his outstanding dues, as there was no defect found in the meter itself. As per the directive of the Forum vide hearing dated 6/03/2025, to the respondent to separate the tapping connection immediately and find out if any leakage in the building. The Forum also directed to verify the meter consumptions in the nearby shop, which was tapped from the Consumer No. T2/2070 and a report may be submitted on or before 13/03/2025. Accordingly, the respondent submitted a report vide file No. EL/AE (W/shop)/2-16/2024-25/737 dated 17/03/2025 and the same was received by the Forum vide RD No.1033 dated 18/03/2025.

Forum's Observation

The case revolves around an electricity billing dispute raised by Shri Ahmed Hussain, a consumer holding Consumer No. T2/2070 at Tushnabad village under Gram Panchayat, Tushnabad. The consumer ~~extant~~ rentout to operates a ration shop, which utilizes minimal electricity consumption, consisting of two 20W LED tube lights and a 5A plug point for a weighing machine.

In September 2023, the consumer noticed an abnormally high electricity bill that far exceeded the usual amount of around ₹1,000 per month. Concerned about the unexpected surge, he lodged a formal complaint with the Assistant Engineer (IV), Chouldhari, on November 8, 2023, requesting an

investigation into the meter's accuracy. However, he alleged that no corrective action was taken.

To prevent further financial loss, the consumer disconnected all loads from the electricity meter in January 2024 and shifted to an inverter. Despite this, the electricity department continued to bill him exorbitantly. From September 2023 to December 2023, his total bill amounted to ₹12,673, and even during the "no-load" period from January 2024 to December 2024, his bill soared to ₹37,459.

The complainant demanded a detailed inquiry into the billing pattern and requested that he be billed based on his previous average consumption before September 2023. The matter was subsequently brought before the Consumer Grievance Redressal Forum for resolution.

Shri Ahmed Hussain, a resident of Tushnabad, raised a grievance regarding excessive electricity billing for his commercial electricity connection (Consumer No. T2/2070). He stated that despite using only minimal electrical appliances—a weighing machine and two LED tube lights—the bills he received from September 2023 onwards were extraordinarily high.

He claimed that after noticing the inflated charges, he reported the issue to the Assistant Engineer (IV), Chouldhari, on November 8, 2023, but no corrective action was taken. In an effort to mitigate the issue, the complainant completely disconnected his load from the meter and switched to an inverter in January 2024. However, despite having no connected load from the meter, the billed amount kept increasing abnormally.

Hussain provided past billing records and insisted that he was willing to pay charges that aligned with his average pre-September 2023 consumption. He urged the forum to conduct a thorough investigation and rectify the billing errors.

The respondent, represented by the Assistant Engineer (IV), Chouldhari, refused the complainant's claim that no action was taken. According to the department, after receiving the complaint, the meter was checked, and the consumer was informed of the findings. The forum observed that the action for the complaint letter dated 8/11/2023 was attended by JE and submitted a report to AE(1V) that the check meter was installed and checked the accuracy of the existing meter and found that unit consumption is same in both meters. Further it was reported that due to internal wiring fault may be the reason for excess billing. But the concerned AE had not properly communicated above facts of his finding to the consumer in writing for which reason he had filed a complaint on 8/11/2023.

After filing of the complaint before this Forum, the respondent again conducted an accuracy test on the existing meter by installation of a parallel

meter on 21/02/ 2025 to 28 /02/2025 and found that the unit consumption was almost same in both the meter. Additionally, an inspection of the complainant's internal wiring revealed damages to the main switch and sockets, which could contribute to unwanted power leakage.

The forum carefully reviewed both the complainant's grievances and the respondent's responses, along with the supporting documents and reports. The Forum also observes that the wiring of the premises seems to be in damaged condition and the report of the JE, (Ograbranj) dated 15/03/2025 received by this Forum on 18/03/2025 vide RD No.1033 (Exbt-4) also certified that the neutral to earth voltage was presents in the wiring above the permissible limit shows heavy leakage and the earth continuity conductor was damaged and disconnected from the earthing. The electricity department installed check meters on two occasions—November 22, 2023, and February 21, 2025, and found that the readings of the existing meter and the check meter were consistent, indicating no defect in the meter itself. However, an inspection revealed that the complainant's electrical wiring and socket points were damaged, raising the possibility of leakage or unauthorized consumption through a faulty connection. The electricity connection for Consumer No. T2/2070 was provided via tapping, and it was suspected that some additional, unintended load might be contributing to the high billing. The forum concluded that while the meter was functioning correctly, there were possible issues related to leakage or tapping connections that needed immediate rectification. Therefore, the forum directed the department to investigate and separate any unauthorized connections and to check for power leakage in the complainant's building. The Electric Meter inspection Report submitted by JE Ograbraj as directed in the hearing highlighted that the internal wiring of all nearby shops was found to be unsatisfactory, possibly indicating energy leakage. The earth continuity conductor was also found damaged and disconnected from the earthing (grounding system), which could lead to excess consumption and inaccurate billing.

The Forum directed the respondent to immediately disconnect any unauthorized tapping from Consumer No. T2/2070. A comprehensive inspection of the complainant's internal wiring must be conducted to detect and rectify any leakage or faults. As per the report of JE, ED, Ograbraj site office confirmed that the internal wiring of all the shops was found to be unsatisfactory and found earth leakage. The earth continuity conductor also damaged and disconnected from the ground earthing point. If the respondent acts as per the supply code regulations 2018 under sections 5.130, 5.131 and 5.132 an amount of ₹47738/- could not have been accumulated as arrears. The Forum also noted that the notice issued to the consumer on 28/01/2025 is not in par with the supply code regulation 2018, and to be modified immediately. After getting the report on electric meter inspection dated 15/03/2025 of the JE (OB) the Forum observes that there is a sever leakage in the internal wiring, hence the Forum ask the respondent to submit, the tamper

data of the smart meter vide meter No. GP No. 7358510. The JE(OB) reported that at present this meter is non communicable hence no data to display (Exbt- 5). Due to lack of data regarding current leakage the Forum is not in a position to access the exact quantity of leakage and also noted that the event recorded in the meter was not reported to the consumer and the licensee by EESL intime as per the master agreement. Hence the Forum directs the respondent to revise the bills based on previous years consumption and the revenue loss due to earth leakage may be compensated from EESL in order to avoid revenue loss to the respondent.

Hence,

It is Ordered:

After detailed documents produced before the Forum, and on the basis of the site inspection and the observation so reached, the following Order is passed: -

1. The Complaint No. ANI/CG No. 58/2025 is hereby closed with specific direction to the Respondent/Licensee (ED) and the Complainant.

2. The Forum directs the respondent to revise the bills of the consumer from 9/2023 to up to date based on JERC supply code regulations 2018 under section 7.12 due to non-submission of exact data on current leakage. The revenue loss due to earth leakage may be compensated from EESL.

3. The Forum directs the respondent to revise the notice issued to the consumer regarding dismantling the supply may be modified as per the supply code regulations 2018 immediately. Also implement the supply code regulations 2018 under sections 5.130, 5.131 and 5.132 strictly to avoid accumulation of arrears in future.

4. The complainant is directed to replace the old wiring, main switch, and damaged sockets immediately including earthing.

5. The complainant is advised to install Earth Leakage Protective Device (ELPD) in the wiring to avoid leakage and safety aspects.

6. The department must ensure that future complaints regarding billing anomalies are addressed in a timely manner to avoid disputes.

7. The Respondent/Licensee (ED) is directed to submit ***compliance report within 15 days*** from the date of receipt of this order as per JERC Regulation No. 31/2024.

8. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.

9. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the ***Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs,*** 3rd Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684709, E-mail: ombudsman.jercuts@gov.in ***within one month from the date of receipt of this order".***

[Annexure – IV Appeal Form can be collected from the office of the Forum on any of the working days].

A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer (IV), Assistant Engineer (IT), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).

25/3/25

(Biji Thomas)
Independent Member
Electricity CGRF

25/3/2025

(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF

25/3/25

(R. Ravichandar)
Chairman
Electricity CGRF

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