

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:

Mrs. Usha Devi Gupta, R/o Ograbraj, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 12/2025 dated 10/06/2025.
Complaint : Replacing the defective meter bearing Consumer
No. T1/1243 (Domestic)
Date of Hearing : 24/06/2025
Date of Order : 26/06/2025

ORDER

Background

Smt. Usha Devi Gupta, R/o Ograbraj, South Andaman, filed a complaint vide R.D. No. 1173 dated 10/06/2025 regarding the replacing of the defective meter with the newly calibrated meter towards the Consumer No. T1/1243 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 10/06/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer-IV (C/D), Electricity Department for submitting reply/comments within 15 days and a copy of this letter was endorsed to the complainant for attending the hearing on 24/06/2025 11 am in the Hearing Hall of the Electricity CGRF, Haddo, Sri Vijayapuram.

The AE-IV (C/D), Elect Dept., vide his letter No. EL/AE/CD/3-21/2025/207 dated 19/06/2025 with enclosures submitted reply / comments on behalf of the Respondent (ED), which was received by the Forum vide R.D. No. 1194 dated 19/06/2025 respectively (the letter is kept in case file) (Exbt. -1).





Hearing on 24/06/2025

The Hearing was held on 24/06/2025 in the Hearing Hall, EESL, CGRF at 11:30 a.m. The following were present: -

- (i) Shri. Ritesh Gupta, Auth. Complainant.
- (ii) Shri. J. Jaya Kumar, AE (W/Shop), NO, Elect. Dept.
- (iii) Shri. Suresh Kumar, AE-IV (C/D), Elect. Dept.
- (iv) Shri. Gurumoorthy, JE (O/B), Elect. Dept.
- (v) Shri. K. Bala, Elect. Dept.

Statement of the Complainant

Smt. Usha Devi Gupta, R/o Ograbraj, South Andaman stated in her complaint dated 10/06/2025 that "With reference to the above subject and attached documents, please ask the electricity department to take necessary steps and rectify the issue by replacing the defective meter with the newly calibrated meter at the earliest.

This matter is well known to the electricity site office team Ograbraj (via their field executive while taking down the meter reading) from past 3 months but still they have not addressed this issue.

We don't understand how the field executives have taken the meter reading since February 2025, when there was no display on the meter. The matter was highlighted by field executive itself in the month of March 2025.

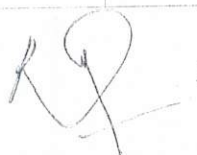
Request you to check the issue with the concerned official and replace the existing 3 phase meter with the new calibrated meter."

The Complainant has submitted proof of letters dated 10.06.2025 and 02.06.2025 addressed to the AE (C/D) and photograph of faulty meter. The matter is kept in the case file (Enclt. -2).

Reply of the Respondent

The Assistant Engineer-IV (C/D), Electricity Department on behalf of the Respondent in his written submission letter dated 19/06/2025 stated that

Srl. No.	Required information	Remarks
1.	Extract of consumer profile of the consumer	Copy enclosed
2.	Smart meter details collected from EESL. Monthly consumption data (April 2023 to May 2025)	Copy enclosed
3.	Monthly unit consumption for which consumer ledger w.e.f 01/2023 to till date	Copy enclosed
4.	Connected load (as per record) Connected load details at present.	23 KVA



	Tube light 3x20 W 60 W LED 12x9 W= 108 W Bulb 10x6 W= 60 Fan 7x60 W= 420 W Motor 1x750W= 750W AC (1.5 ton) 1x2000W = 2,000W Geyser 2x1500W = 3,000W 5 pin plug point 5A 10x100W=1,000W 3pin plug point 15A 11x1000W= 11,000W Total =18,398 W	
(Remark: 3 Phase Energy Meter has no display issue since Jan 2025, Due to non-availability of meter at the time of issue, therefore it is not able to replaced.)		
5.	Earthing and neutral testing	Normal
6.	Meter reading Book from 01/2023 till date copy of photocopy is enclosed Copy enclosed.	Copy enclosed
7.	Check Meter & unit consumption details	NA
(Remark: Due to the existing 3 Phase Energy meter is faulty; therefore, the check meter was not provided for recording unit consumption.		

Submitted for necessary action please."

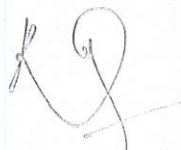
The Respondent has submitted photocopies monthly consumption data submitted by EESL, consumer profile, Meter reading record and Consumer ledger, which is kept in the case file (Exht. -3).

Complainant's Statement

The complainant, through his authorized representative (her son), highlighted the inconvenience and financial ambiguity caused by the non-functioning meter. He expressed concern over the integrity of electricity billing practices when no actual consumption data was recorded since January 2025. He pointed out that even after bringing the issue to the notice of the field executive, no further steps were taken to rectify the problem, causing unnecessary stress and potential overbilling. The complainant emphasized that it is the responsibility of the department to ensure accurate metering and fair billing and demanded accountability and transparency in the corrective process.

Respondent's Statement

The departmental official reiterated that the energy meter installed at the consumer's premises developed a technical fault (non-functional display) in January 2025. The department has been constrained due to the unavailability of compatible meters at the site office, which delayed the replacement. The official defended the department's action of billing based on average past consumption as a temporary measure, citing departmental policy. He acknowledged the issue and assured that once new meters are received, the replacement will be prioritized. He also informed that the consumer's premises



7
were checked for earthing and neutral, which were found to be in order and the department would comply with Forum directions promptly.

Forum's Observation

The case pertains to a consumer complaint against the Electricity Department regarding a faulty 3-phase energy meter installed at the premises. The complainant reported that the meter has not been displaying any reading since January 2025. Despite multiple follow-ups and internal acknowledgment of the defect by the electricity department's field executive during a routine inspection in March 2025, the defective meter has not been replaced. The consumer alleges that, in the absence of any meter display, the respondent has still been generating monthly electricity bills using average consumption data without proper load assessment or actual readings. The matter was brought before the Consumer Forum for redressal, where both the complainant's representative and respondent were heard.

The complainant, a registered electricity consumer under the jurisdiction of the office jurisdiction, raised concerns over the inaction of the respondent in replacing a defective 3-phase energy meter. According to the complainant, the meter's display has not been functional since January 2025. Although the issue was first noted by the respondents' own field executive in March 2025 while attempting a meter reading, no corrective action has been taken till date. The complainant submitted that for the last several months, electricity bill have been raised based on estimated or average consumption, despite the meter being inoperative. The complainant further stated that the field staff continued to record readings even after the defect had been brought to their notice, raising doubts on the credibility of such billing. The complainant appealed to the Forum to direct the respondent to replace the faulty meter immediately with a newly calibrated one and ensure that the bills may be prepared on actual consumption. As per the electricity supply code regulation, 2018, the faulty meters (struck, running slow, fast, or creeping) meter should be replaced within fifteen working days. Since the meter provided to the consumer was a smart meter installed by EESL under the scheme of Ministry of Power and the obligation to timely replace the faulty meter lies with them as per the master agreement dated 16.12.2019. The Forum directed the respondent to take appropriate action against the contractor.

The Forum observed that as per the JERC regulation 2018, under section 6.47 if the meter is found to be not recording or display failure the licensee shall replace the non-working faulty meter within 15 days and the consumer shall be billed on the basis of higher of monthly consumption of corresponding month of the previous year and the average monthly consumption of three months immediately preceding the date of the meter being found or reported defective. These charges shall be leviable for a maximum period of three months only during which the Licensee is expected



to have replaced the defective meter. The Forum also noticed that the bills were prepared by the software during the faulty meter period based on average consumption of last three months instead of consumption of three months immediately preceding the date of the meter being found or reported defective. The Forum directs the respondent to modify the software immediately and to calculate the monthly consumption during the meter faulty period as stated above. The respondent confirmed that the earthing and neutral connections were reported to be in the normal condition.

The Forum observed that there was an evident delay and lack of timely action by the respondent despite being aware of the faulty meter. The respondent admitted that the replacement of faulty meter was delayed due to non-availability of smart three phase meter in the stock. The Forum noted that electricity billing continued without the actual consumption readings, which is not a fair practice in the absence of a check meter. Additionally, the Forum found that the connected load of the consumer recorded in the consumer profile and meter reading record as 8 kVA, but the respondent reported 23 kVA which was objected by the complainant during hearing. Hence the Forum directs the respondent to conduct a joint inspection with proper notice to the consumer and reassessed the present connected load in the presence of the consumer and update the records accordingly. Furthermore, the Forum took note that the complainant's son was authorized to represent the matter and effectively presented the grievance.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 12/2025 is hereby closed with specific direction to the Respondent/Licensee (ED) and the Complainant.
2. The Forum directs the Respondent to replace the defective 3-phase smart meter with a newly calibrated meter within 15 days of this order.
3. The Forum directs the Respondent to modify the software immediately and the consumer shall be billed based on higher of monthly consumption of corresponding month of the previous year and the average monthly consumption of three months immediately preceding the date of the meter being found or reported defective.
4. The Forum directs the Respondent to conduct a joint inspection with proper notice to the consumer and reassessed the present connected load in the presence of the consumer and update the records accordingly.



5. In case of any future delay in meter replacement, a check meter must be installed to record actual consumption. The department shall explain why no interim solution (like check meter or meter borrowed from another site) was attempted for over three months.
6. The consumer is instructed to install an Earth Leakage Protection Device (ELPD) in the wiring to ensure safety and detect leakages and use energy efficient equipment in the premises to reduce the consumption.
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 the said Regulations, compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for non-compliance under Section 142 of the Electricity Act 2003.

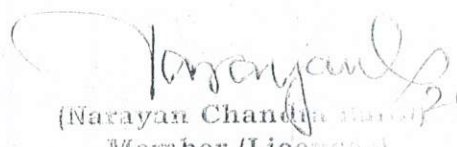
The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

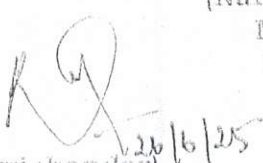
The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Haryana**, 2nd Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 122001 (Haryana). Phone - 0124-4684709, E-mail: ombudsman.jerc@haryana.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 (CGPF), Assistant Engineer P.(C/D), Assistant Engineer (IT), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Haryana, DDA, Gurugram, (Haryana).


(Riji Thomas)
Independent Member
Electricity CGRF


(Narayan Chandan)
Member (Licensee)
Electricity CGRF


(R. Ravichandrar)
Chairman
Electricity CGRF

XXXXXX