

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. Chandra Bhan Singh, R/o Teylerabad, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 11/2025 dated 09/06/2025.
Complaint : Excess billing bearing Consumer No. L3/1970 (Domestic)
Date of Hearing : 24/06/2025
Date of Order : 27/06/2025

ORDER

Background

Shri. Chandra Bhan Singh, R/o Teylerabad, South Andaman, filed a complaint vide R.D. No. 1172 dated 09/06/2025 regarding any billing discrepancies and metering issue towards the Consumer No. L3/1970 (Domestic).

The complaint was registered and forwarded to the respondent on 09/06/2025 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 also a copy of this letter was endorsed to the complainant for attending the hearing on 24/06/2024 at 11 AM in the hearing Hall of the CGRF(Electricity) Haddo Sri Vijayapuram.

The AE-IV (C/D), Elect Dept., vide his letter No. EL/AE/CD/3-21/2025/214 dated 19/06/2025 with enclosures submitted reply / comments on behalf of the Respondent, which was received by the Forum vide R.D No. 1193 dated 19/06/2025 respectively (the letter is kept in case file) (Exhibit -1).





Hearing on 24/06/2025

The Hearing was held on 24/06/2025 in the Hearing Hall, Electricity CGRE at 11:00 a.m. The following were present: -

- (i) Shri. Chandra Bhan Singh, Complainant.
- (ii) Shri. J. Jaya Kumar, AE (W/Shop), NO, Elect. Dept.
- (iii) Shri. Suresh Kumar, AE-IV (C/D), Elect. Dept.
- (iv) Shri. Chiranjeev Sen, JE, Elect. Dept.

Statement of the Complainant

Shri. Chandra Bhan Singh, P/o Teylerabad, South Andaman stated in his complaint dated 09/06/2025 that "Respected Sir, With most respectfully, I would like to draw your kind attention towards the excess energy meter Bill for the month of January-2024 against my Consumer No. L3/1970 (Chandra Bhan Singh) (Domestic Single Phase).

It is important to tell you that the above said connection is a single Phase Domestic connection purely used for Residential purpose. The connected load is very limited and it is purely used for single phase domestic, no heavy machines are connected with the above said connection. Before January 2024, I am getting a limited amount of Bill which is nearly in between 900-1100/- Rupees and the unit consumption is also in between 100 to 150 units per month.

But suddenly in the month of Jan-2024, the unit consumption is increased a lot above 200 units in the month of January-2024.

Our concern is that although the new energy meter shows the exact unit consumption in a month, but this type of sudden rise from 100 units to over 200 units is not normal, definitely there will be some mistake or error in device while recording the unit consumption.

Since the energy meter Bill is very high and it is very difficult to clear the dues every month in coming future, as you know we are belong to a middle class family and our income is very limited.

It is therefore, requested to please do the needful to inspect and correct the unit consumption per month, since I am sure there will be some mistake in recording the unit consumption, it is not possible that the unit consumption per month increased suddenly without any prior gradual increment per month.

The Complainant has submitted photocopies of Note dated 23.06.2024 and Payment receipts, which is kept in the case file (Exbt. -2).



Reply of the Respondent/Licensee (ED)

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

1. "Monthly Energy Consumption (01-2023 to 05-2025) - Statement was not extracted from EESL for Smart-Meter No. 7385226.

- Mail Sent to EESL on 16/06/2025 for Statement but no response has been received till date. Mail copy enclosed.

2. Meter Reading Book Entries - Certified photocopies of the pages covering January 2023 to May 2025 are enclosed

3. Status of Energy Meter The subject service is provided with a single-phase Smart Meter A/C No. L3/1970, Meter No. 7385226. Meter status is normal.

4 Connected Load, Earthing & Neutral Details, and Meter Testing Report

1. Connected Load Details is mentioned below.

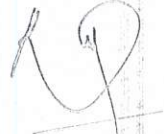
SL No.	Description	No. of Points	Wattage	Total Wattage
01.	Bulb	6	9	54
02.	Ceiling Fan	5	60	300
03.	Tube light	6	20	120
04.	Spare Plug (05 Amps	9	100	900
05.	Spare Plug (15 Amps	4	1000	4000
06.	Chimney	1	120	Plugged in 05/ 15 Amps sockets.
07.	Refrigerator	1	300	
08.	TV	1	100	
09.	Inverter	1	1100	
10.	Washing Machine	1	750	
			Total	5374 Watts
			Total	6.7 KVA

The Respondent has submitted photocopies of Meter photo and meter reading record for the year of 2023-2024, 2024-2025 and 2025-2026 which is kept in the case file **(Exbt. -3)**.

Complainant's Statement

Mr. Chandra Bhan Singh has been consistently settling his electricity bills under the domestic single-phase connection without dispute or irregularity. For several months, his unit consumption hovered between 100 to 150 units, reflective of a typical middle-income residential household. However, starting January 2024, he noticed a steep surge in billed units, going beyond 200, without any change in his lifestyle or usage of electrical equipment.

Mr. Singh raised his concern that such a sudden rise without gradual increase points toward a possible technical glitch, calibration issue, or internal



leakage. He reiterated that his appliances are minimal and do not include any high-energy consumption devices. He appealed to the authorities to consider his long-standing consistent usage history and provide relief or technical validation to rule out faulty billing.

Respondent's Statement

The respondent maintained that Mr. Singh's billing is based on actual readings recorded by a standard Smart Meter installed at the premises, which has not shown any abnormalities in diagnostics. The department explained that while the rise in consumption might seem sudden to the consumer, the 6.7 KVA connected load and recorded maximum demand of 1.054 KW do justify the recorded units.

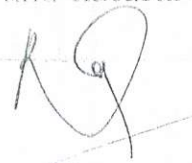
Though they were unable to procure the complete consumption history from BSEIL in a timely manner, the respondent assured that they are making efforts to obtain it. Additionally, during the inspection, no indication of meter malfunction or tampering was detected. The department remains open to further technical evaluation and advised the consumer to ensure proper internal wiring and safety installations to rule out unnoticed leakages or faults.

Forum's Observation

This case pertains to a domestic electricity consumer, Shri. Chandra Bhan Singh, bearing Consumer No. L3/1970, who has raised a complaint regarding a sudden and unexplained increase in electricity consumption reflected in his energy bill from January 2024 onwards. The consumer alleges that prior to this month, the average monthly consumption ranged between 100 to 150 units, but from January 2024, the consumption abruptly increased to over 700 units per month, resulting in inflated billing amounts. But the meter reading records submitted by the respondent shows that his monthly average consumption for the year 24-25 ranging from 141 KWH to 220 KWH. For the year 23-24 his average monthly consumption ranging from 56 KWH to 275 KWH. The Forum on-site inspection dated, 23/06/2025 noted that the energy meter reading was 7249 units compared to the last reading taken by the department on 3/06/2025 is 7098, thus 7.55 units per day is the consumption pattern approximately.

In response to the complaint, the respondent provided their clarifications, records, and technical status of the installed Smart meter (No. L355226), including connected load and consumption pattern. The respondent also installed a parallel check meter to test the accuracy of the existing meter and found that meter accuracy is found correct.

Further on inspection of the premises by the Forum, it was observed that there was lack of proper ventilation and natural lighting inside the house.



and the consumer is forced to use light throughout the day. And it was noted in the meter the present demand recorded in the meter was 1.054 KW.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 11/2025 is hereby closed without any merits.
2. The Respondent is directed to ensure prompt follow-up with EESL to obtain monthly consumption data for the installed Smart Meter No. 7385226.
3. The Forum directs the Respondent to issue a notice to the consumer to maintain proper lighting and keep the space around the meter clean and safe to avoid any fire hazards.
4. The Forum directs the Respondent to issue notice to the developer to consider the requirement of a dedicated transformer for the building complex, as per JERC guidelines.
5. The Forum directs the Respondent to install the meter at suitable location where the communication with the main server to be established.
6. The Forum directs the Respondent to conduct periodic awareness programs for consumers about electrical safety and energy-saving practices.
7. The Forum advised to the complainant to install an Earth Leakage Protective Device (ELPD) and energy efficient equipment at the premises to ensure safety, detect earth leakages and reduce energy consumption respectively.
8. 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.
9. 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.
10. 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.

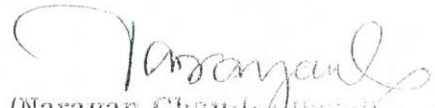


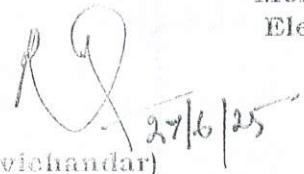
"The complainant, if aggrieved, by non-redressal of his / her grievance to the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Haryana**, 3rd Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 120017 (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 (CGFT), Assistant Engineer-IV(C/D), Assistant Engineer (IT), Electricity Department, complainant and the Electricity Ombudsman, JERC for the State of Haryana, Uda, Gurugram, (Haryana).


(D.J. Thomas)
Independent Member
Electricity CGRF


(Narayan Chandra Chahal)
Member (Licensee) 27/6/2025
Electricity CGRF


(R. Ravichandrar)
Chairman
Electricity CGRF

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