

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 (JERC Nominated).

In the matter of :

Smti. G. Rajeshwari, M/s Rajeshwari Ice Plant, R/o Teylerabad, South Andaman
bearing Consumer No. L3/4001 (Commercial).

.....Complainant

Versus

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

.....Respondent

Complaint No.	: ANI/CGRF/324/24-25/01 dated 22/04/2024
Complaint	: Excess Billing bearing Consumer No. L3/4001(Com.)
Date of Rejoinder	: 16/09/2024
Date of Hearing	: 24/09/2024
Date of Order	: 26/09/2024

ORDER

Background

In continuation of Forum's Order dated 27/06/2024, the complainant, Smti. G. Rajeshwari, M/s Rajeshwari Ice Plant, Teylorabad, has once again approached the Electricity CGRF, A&N Islands vide R.D. No. 756 dated 16/09/2024, requesting permission to clear her outstanding dues against Consumer No. L3/4001 (Commercial) in five installment.

The complaint was forwarded to the Assistant Engineer-IV (C/D), Electricity Department on 16/09/2024, as well as to the Executive Engineer(SAD) and the AE(W/shop), Nodal Officer (CGRF), Electricity Department to attend the Hearing fixed on 24/09/2024 at 10:30 am in the Hearing Hall of the Electricity CGRF, Horticulture Road, Haddo Sri Vijaya Puram. A copy of this letter was also endorsed to the complainant for attending the Hearing on 24/09/2024 at 10:30 am to make a submission.

Hearing on 24/09/2024

The Hearing was held on 24/09/2024 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. G. Venkat Rao, Authorized representative of the Complainant.
- (ii) Shri. Srinivasan, Authorized representative of the Complainant.



- (iii) Shri. Chiranjeet Sen, JE, Authorised representative of the AE-IV.
- (iv) Shri. Suresh Lall, LMMR, Elect. Dept.

The complainant submitted an authorization letter vide R.D. No. 774 dated 24/09/2024, authorizing Shri. G. Venkat and Shri. Srinivasan to represent her case before the Hon'ble Forum. The Forum admitted this plea.

The AE(Workshop), Nodal Officer (CGRF), who also holds an additional charge of AE-IV(C/D), Electricity Department submitted a letter dated 18/09/2024 stating that Shri. Chiranjeet Sen, JE would make submission on his behalf. The Forum accepted this plea also.

Statement of the Complainant

The complainant Smti. G. Rajeshwari, M/s Rajeshwari Ice Plant, Teyrelabad stated in her letter dated 16/09/2024 that "Order passed by Electricity CGRF dated 27th June 2024 where the Hon'ble Forum has ordered to clear the dues in lump sum. In this regard, I would request you to kindly direct the Electricity Department to give me five equal installments to clear the dues as praying such a huge amount of Rs. 11,60,521/- (Rupees. Eleven Lakh Sixty Thousand Five Hundred Twenty One only) together in one go is very difficult.

Therefore, I request you to kindly direct the concerned authority to give me five installments to clear the entire dues".

The complainant letter dated 16/09/2024, which is kept in the case file (Exbt.-1).

Submission of the Complainant

Shri. Srinivasan, GM, ANCOFED, representing M/s Rajeshwari Ice Plant, expressed the complainant's intention to clear all outstanding electricity bills in nine installment bearing Consumer No. L3/4001(Com.), which it's a huge amount of Rs. 11,60,521/-. He further stated that after disconnection of the energy meter on 20/08/2024, the total bill amount was shown in Urja Pay online website is Rs. 11,63,043/- on 28/08/2024, the same was produced before the Forum, which is kept in the case file (Exbt.-2).

Submission of the Respondent/Licensee (ED)

Shri. Chiranjeet Sen, JE, Sippighat Site Office of the authorized representative on behalf of the AE(C/D) submitted that the total outstanding amount is now Rs. 16,12,926/-, the same documents was produced before the Forum, which is kept in the case file (Exbt.-3). He suggested that if the complainant pays the current bill for August 2024, the electricity supply can be restored immediately. He further recommended that the remaining dues from September 2023 to July 2024 be paid in five installments without bifurcating the monthly billings for five installments.



Forum's Observation

After detailed Hearing from both the parties, the Forum observed that as per the Electricity Supply Code Regulations 2018 under Section 7.39 states that the Licensee / Respondent (ED) may frame a scheme for providing facility of payment of bill in installment for consumers who are for the time being under financial distress to continue the supply of electricity.

The Forum noted that the present software is not updated in accordance with JERC Regulations for making payment on installments basis. The Forum directed the Respondent/Licensee (ED) to upgrade the software to collect the payment on installment basis as per JERC Regulation and also ensure provision for updating the software from time to time as per the latest amendment of the JERC Regulations to avoid future litigation.

Hence, the Forum decided to allow the consumer to make payment in five installment alongwith monthly current bill as per the Electricity Supply Code 2018, Regulation of JERC.

Hence,

It is Ordered:

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

1. The Case No. 324 is hereby closed with specific direction to both the Respondent/Licensee (ED) and the complainant consumer.
2. The Forum's earlier Order dated 27/06/2024 remains unchanged; however, the complainant's plea for payment in five installments is accepted.
3. The Complainant is directed to pay outstanding bills from 09/2023 to 07/2024 bearing Consumer No. L3/4001 (Commercial) in five installments, in consultation with the Respondent/Licensee (ED) without bifurcating the monthly billings.
4. The Respondent/Licensee (ED) is directed to upgrade the software to collect the arrears payment on installment basis as per JERC Regulation. Further it is directed to ensure provision for updating the software from time to time as per the latest amendment of the JERC Regulations to avoid for future litigation.
5. 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 under Clause 30(1) & (2). **Further, from Sl. No. 2 & 4 of the above said directions compliance should be provide with supporting documents, if any.**

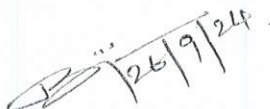


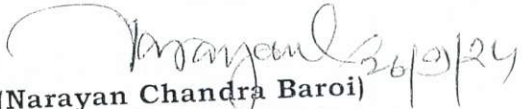
6. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
7. The complainant shall not be harassed overtly or covertly 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, Plot No. 55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684708, 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 this Forum in 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(C/D), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).


(Biji Thomas)
Independent Member
Electricity CGRF


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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