

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
PORT BLAIR

Before:

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

In the matter of:

Shri. N. Mohammed, R/o Birdline, Port Blair, South Andaman.



Versus

The Electricity Department, A & N Administration, Port Blair.

Complaint No. : ANI/CGRF/331/24-25/08 dated 14/06/2024.
Complaint : Excess Billing bearing Consumer No. J/1622 (Industrial)
Date of Hearing : 27/06/2024
Date of Order : 28/06/2024

ORDER

Background

The complainant Shri. N. Mohammed, R/o Birdline, Port Blair, South Andaman filed a complaint vide R.D. No. 601 dated 14/06/2024 regarding excess billing bearing Consumer No. J/1622 (Industrial).

The complaint was forwarded on 14/06/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(HQ), Assistant Engineer-III(HQ), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 27/06/2024 at 11:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Port Blair with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 27/06/2024 at 11.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer-II(HQ), Electricity Department filed his letter No. EL/AE/PP/1-12/23-24/331 dated 21/06/2024, which was received by the Forum on 24/06/2024, which is kept in case file (**Exbt.-1**).

Hearing on 27/06/2024

The Hearing was held on 27/06/2024 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. N. Akbar Ali (Authorized Complainant)
- (ii) Shri. Suresh Kumar, AE(W/shop), NO(CGRF), Elect. Dept.
- (iii) Shri. Deepak Mandal, AE(III), Elect. Dept.
- (iv) Shri. Rizwan, R./Mazdoor, Elect. Dept.
- (v) Shri. M.V Rao, LMMR, Elect. Dept
- (vi) Shri Bikas Bera (Assistant complainant)
- (vii) Shri Saikat Bera (Assistant complainant)

Statement of the Complainant

Complainant Shri. N. Mohammed stated in his complaint letter dated 13/06/2024 that *"I want to draw your attention towards the crisis that I am facing due to consecutive increase in electricity bill amount against my consumer no. J/1622, which is used for bakery purpose. My area comes under Birdline site office. I have tried my best to solve this issue but didn't get any solution for this issue even after approaching the authority. Electricity is very basic resource for my business and sudden increase in bill amount is hurting my baking operation. This bill amount has become a financial burden for my business due to which I am not able to pay this heavy amount. I hope you will go through this and try to give me best solution possible"*.

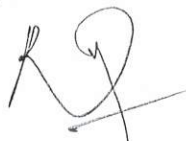
The complainant submitted copy of his complaint letter addressed to the AE-III(Ele.), Bill details and e-bill copy, which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer- III(HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission vide letter No. EL/AE/PP/1-12/23-24/331 dated 21/06/2024 has stated that: -

1. *"The Consumer Ledger/Profile, indicating the monthly unit consumption of the consumer no. J/1622 (Industrial).*
2. *The consumer is provided to static meter only.*
3. *Copy of meter reading book from January 2022 to till date for monthly consumption.*
4. *Connected load is 26.148 KW as inspected by the JE's report.*
5. *Earthing and Neutral are found ok.*
6. *The parallel energy meter was installed on 18.06.2024 to check the consumption and accuracy of the existing energy meter and taken the reading up to 21.06.2024"*.

The Respondent/Licensee (ED) has submitted consumer ledger and meter reading book copies, which is kept in the case file **(Exbt. -3)**.



Submission of the Complainant

Complainant authorized his son Akbar Ali to appear before the forum due to his poor health condition, and he stated that a meter was replaced on 28.07.2023 and after 6 months of replacement they observed the bills are getting higher side as compared to the previous year. The complainant raised a complaint in the AE (III), electricity department for rectifying the same. As the respondent didn't respond to the grievance filed by the complainant, he approached the forum to redress his grievance and requested to revise the bills from February 2024 onwards.

Submission of the Respondent (Licensee)

The AE(III) submitted that a check meter was installed on 18.06.2024 and daily reading were noted up to 21.06.2024 and duly signed by the representative of the consumer and JE(III) and found that there was an abnormal variation between the existing meter and check meter reading, as the existing meter reading was higher than compared to the check meter reading.

Forum's Observation

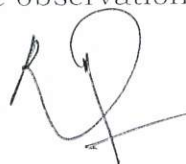
As per the meter reading record provided by the department it was noted that on 28.07.2023 the meter of the premises was changed with initial reading of 8251.9, due to the display failure in the previous meter. On comparing with the reading with the old meter, readings on the present existing meter were on higher side compared to previous consumption. The complainant also endorses that during the initial stage they are manufacturing only bread but now they are manufacturing both breads and biscuits also. On the scrutiny of the check meter test report submitted by the respondent, the forum noticed that abnormal consumption recorded in the existing meter than the check meter. The complainant also accepted the consumption of the existing meter up to January 2024 and the payment also made up to January 2024. Since both the parties agreed to the consumption recorded in the check meter, so the forum directs the respondent to revise the bills from the month of February 2024 onward based on the check meter reading.

The Forum, as per the AE's written reply, observed that the connected load is 26.148 KW. In this regard, the Forum directs the respondent to replace the existing meter with a CT meter of appropriate current rating.

Hence,

It is Ordered:

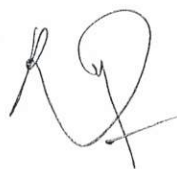
After detailed deliberations, submissions and documents produced before the Forum, and on the basis of the observation so reached, the following Order is passed: -



1. The Case No. 331 is hereby closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer.
2. The Respondent is directed to revise the bill from February 2024 onwards based on the per day consumption recorded on the check meter.
3. The complainant is suggested to install an ELCB/RCCB to prevent any leakage and protect the electrical equipment.
4. The Respondent is directed to immediately replace the existing meter with a CT meter of appropriate current rating capacity.
5. The complainant should make all the pending payment immediately on receipt of revised bill from the department.
6. 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. 26/2019 under Clause 27(1). **Further, from Sl. No. 2, 4 & 5 of the above said directions compliance should be provide with supporting documents, if any.**
7. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, 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.
8. 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 the office of the Form any of the working days].



A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-III(HQ), 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) 28/6/2024
Member (Licensee)
Electricity CGRF


(R. Ravichandar) 28/6/24
Chairman
Electricity CGRF

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