

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

Before:

Shri. R. Ravichandar, Chairman.
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Ram Pravesh, R/o GSSS Kadamtala, North & Middle Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/335/24-25/12 dated 24/06/2024.
Complaint : Excess Billing bearing Consumer No. M1/1395 (Domestic)
Date of Hearing : 23/07/2024
Date of Order : 31/07/2024

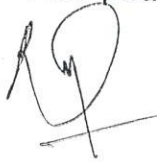
ORDER

Background

The complainant Shri. Ram Pravesh, R/o GSSS Kadamtala, North & Middle Andaman filed a complaint vide R.D. No. 617 dated 24/06/2024 regarding excess billing bearing Consumer No. M1/1395 (Domestic).

The complaint was forwarded on 24/06/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(Rural), Assistant Engineer (Kadamtala), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 23/07/2024 at 11:00 a.m. in the APWD Guest House, Kadamtala, with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 23/07/2024 at 11.00 a.m.

The Respondent on behalf of Licensee (ED) i.e., Assistant Engineer (Kadamtala), Electricity Department filed his letter No.3-1 EL/AE(T&D)/KT/24-25/3137 dated 14/07/2024, which was received by the Forum on 19/07/2024, which is kept in case file **(Exbt. -1)**.



Hearing on 23/07/2024

The Hearing was held on 23/07/2024 in the APWD Guest House, Kadamtalaat 11 a.m. The following were present: -

- (i) Shri. Kalidas Mazumdar, AE (Kadamtala), Elect. Dept.
- (ii) Smti. Nitika Mondal, JE (Kadamtala), Elect. Dept.
- (iii) Shri. Abdul Rehman, LMMR, Elect. Dept.

Statement of the Complainant

Complainant Shri. Ram Pravesh stated in his complaint letter addressed to the AE (Kadamtala) dated 03/05/2024 that "I am residing in the building of Late Ajit Das, bearing Consumer No. M1/1395. I use one fan and two LED bulbs frequently.

Further, I would like to draw your kind attention that the electric bill for the month of September 2023 is Rs. 6094/-, which is extremely very large amount than the bill of other month. Due to network issue, I was unable to pay the same at your office. Therefore, I request your good self to kindly settle the bill of September 2023, bearing amount of Rs. 6094 at your end, please".

The complainant submitted copies of letter addresses to the AE (Kadamtala), electricity bill, bill payment receipt and Aadhaar Card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (Kadamtala), Electricity Department on behalf of the Respondent/ Licensee (ED) in his written submission vide letter No.3-1 EL/AE(T&D)/KT/24-25/3137 dated 14/07/2024 has stated that "complaint no. ANI/CGRF/335/24-25/12 dated 24.06.2024 raised by CGRF against the grievance of a consumer bearing electricity consumer A/c No. M1/1395 under site office Kadamtala.

A/c No.	Consumer name	Energy meter with GP No. as per the EESL entered in the billing computer of Kadamtala site office	Energy meter with GP No. as per list of smart meter replacement, sent to the EESL by the technician during replacement of smart meters with electronic meters	First complaint received for the bill for the month of September 2023	Issue date and due date of the bill for the month of 09-2023	Status of revenue statement of 09-2023	Process of monthly meter reading	Smart meter reading on 03.05.2024	Category of connection	Mode of Electric bill distribution	Registered mobile no. in billing computer	Remarks

M1/1395	Ajit Das	Smart Energy Meter, GP No. 7392100	Smart Energy Meter, GP No. 7392095	First complaint received on 03-05-2024. High bill in the month of 09-2023	Issue date- 06.10.2023 Due date- 27.10.2023 Issue date- 06.10.2023 Due date- 27.10.2023 Issue date- 06.10.2023 Due date- 27.10.2023	Revenue statement of 09-2023 is generated and submitted to EE(Rural) in the month of 11-2023	Meter reading gets updated online every month	Several times LMMR sent by JE to collect meter reading and smart meter GP No. but found the gate is locked and no one is staying there	Dome stic	Throug h SMS on register ed mobile No.	706394 9108	Bill is not in the name of Shri Ram Pravesh
M1/1398	Ajit Das	Smart Energy Meter, GP No. 7392095	Smart Energy Meter, GP No. 7392100	No complaint received yet								
M1/1397	Ajit Das	Smart Energy Meter, GP No. 7394656	Smart Energy Meter, GP No. 7394656	No complaint received yet								

Remarks: Energy bill reading can't be reprocessed after due date and after generation of revenue statement. Several times LMMR sent by JE to collect meter reading and smart meter GP No. but found the gate is locked and no one is staying there.

The Respondent/Licensee (ED) has submitted copies of letter addressed to EESL, AE(IT), Elect. Dept., consumer's complaint letter, consumer bill, which is kept in the case file(Exbt. -3).

Submission of the Complainant

The complainant, Shri Ram Pravesh was absent during the hearing. Through his complaint letter, he has reported discrepancies in the electricity consumption records for September 2023 and April 2024 under consumer no. M1/1395. He also pointed out that despite multiple communications to the relevant authorities, no corrective action has been taken. The complainant requests the forum to address these discrepancies and ensure proper rectification.

Submission of the Respondent (Licensee)

The AE Kadamtala submitted that the letters forwarded to the in charge EESL and AE(IT) Port Blair for rectification of the grievances received from Shri Ram Pravesh. He also submitted that the energy bill reading can't be reprocessed after due date and after generation of revenue statement. He also produced the photograph regarding notice published on the door lock premises dated 10/07/2024. He also submitted that several times the LMMR send by JE to collect meter readings and smart meter GP No. and found the gate locked and nobody is staying there.

Forum's Observation

The complainant, Shri Ram Pravesh, through his complaint letter, reported discrepancies in the electricity consumption records for September

2023 and April 2024 under consumer no. M1/1395. He also pointed out that despite multiple communications to the relevant authorities, no corrective action has been taken. The complainant requests the forum to address these discrepancies and ensure proper rectification.

The Assistant Engineer, Kadamtala provided records indicating that the consumption pattern for September 2023 and April 2024 under consumer no. M1/1395 shows anomalies. The AE confirmed that field staff could not access the actual meter readings due to the premises being locked. Despite these issues being communicated to the EESL and AE(IT), no action has been taken. The AE also pointed out that all payments have been made except for September 2023 and April 2024.

The Forum observed that the consumption pattern recorded in the consumer ledger shows lesser consumption in the range of 20 to 47 units per month from January 2023 to May 2024 except two months i.e., September 2023 and April 2024. The Forum also observed that e-bill for the month of August 2023 and March 2024 of this consumervide no M1/1395, the meter status recorded as meter changed. The Forum verified the consumer ledger provided by the respondent during the hearing and noticed that no noting's regarding the physical replacement of meter was recorded during these periods, and the same was acknowledged by field staffs too. The forum visited the site along with field staff and noticed that the 5 nos. of connections were issued in the name of Ajith Das (Late) in a line house given on rent. The complainant is residing in the building having consumer no M1/1395. The meter was placed on the wall which was inside a grilled veranda with lock and key arrangement, thus the Forum couldn't access the meter properly. AE, Kadamtala also reported that several complaints are receiving from Kadamtala and Baratang consumers about mismatch of smart meter readings with their account numbers and the same was confirmed with site inspection and reports were submitted to the in charge EESL, EE (Rural) and AE (IT) for the timely rectification of the discrepancies. But no action has been taken up by the concerned even after registering the complaint with CGRF by one of the affected consumers. It is a very serious issue regarding due to mismatching of GP number of smart meter of a particular consumer's consumption will reflect on some other consumer account number without consuming the actual unit will cause unnecessary burden to the consumer.

The AE, Kadamtala also reported that all the electricity bills were paid by the complainant except September 2023 and April 2024. As per the supply code regulation 2018 under section 7.37 all the payments made by the consumer will be adjusted in the following order of priority.

1. Late payment surcharge
2. Arrears of electricity charges and corresponding arrears of electricity duty/tax.



3. Current electricity charges and corresponding current electricity duty/ tax.
4. Miscellaneous charges.

But the present billing software accepting payments without collecting arrears seems to be not in par with the JERC regulation 2018, hence the Forum directs the respondent to modify the billing software at par with supply code regulation 2018 on priority.

The Forum also directs the respondent to revise the electricity bills for the month of September 2023 and April 2024 immediately based on the actual consumption of the consumer.

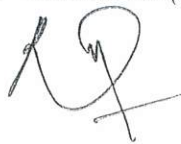
Thus, this Forum has come to the conclusion, that the case is closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer, which is particularly noted in this instant case.

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. 335 is hereby closed with specific direction to the Respondent(ED) and the Complainant as follows.
2. The Forum directs the Respondent(ED) to revise the electricity bill in respect of consumer no. M1/1395 (Domestic) for the month of September 2023 and April 2024 based on actual consumption of the consumer.
3. The Forum directs the Respondent(ED) to modify the billing software at par with Supply Code Regulation 2018 under Section 7.37 immediately.
4. The Forum directs the respondent to issue notice to the legal heir of consumer for change of name in the electricity records to avoid future complication of ownership.
5. The complainant/consumer is directed to provide a suitable accessible location to fix the smart meter or else a facility may be extended to the meter reader to take meter reading.
6. The Forum also directs the respondent to set right all the mis match of smart meter GP No. with the consumer account no. immediately.
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. 26/2019 under Clause 27(1).



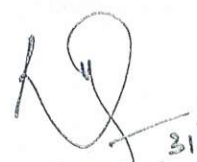
8. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
9. The complainant shall not be harassed overtly or covertly 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, 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 Forum on any of the working days].

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


(Biji Thomas)
Independent Member
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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