

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. Jay Prakash Mishra, R/o Austinabad, Sri Vijayapuram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 01/2025 dated 11/04/2025.
Complaint : Excess billing bearing Consumer No. H2/4648 (Domestic)
Date of Hearing : 10/07/2025
Date of Review Order: 28/07/2025

ORDER

Background

Shri. Jay Prakash Mishra, R/o Austinabad, Sri Vijayapuram, filed a complaint vide R.D. No. 1068 dated 10/04/2025 regarding any billing discrepancies and revising the excess electricity charge bills towards the Consumer No. H2/4648 (Domestic). The Hearing was held on 29/04/2025 and the final order was passed on 22/05/2025.

The complainant again filed for review of the above order vide his letter dated 27/06/2025 which was registered and forwarded to the Licensee (Electricity Department) on 30/06/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III (HQ), Electricity Department for submitting reply/comments within 05 days and also a copy of this letter was endorsed to the complainant for information.

The AE-III, Elect Dept., vide his letter No. EL/AE/PP/1-12/2025-26/387 dated 08/07/2025 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was forwarded through AE(W/Shop) and received by the Forum vide R.D No. 1246 dated 09/07/2025 respectively (the letter is kept in case file) (**Exbt.-1**).





Hearing on 10/07/2025

The Hearing was held on 10/07/2025 at Prothrapur Site office, Electricity Department at 10:30 a.m. The following were present: -

- (i) Shri. Naveen Lall, AE-III, Elect. Dept.
- (ii) Shri. Deepak Kr Singh, JE, Elect. Dept.
- (iii) Shri. R. Raja, Elect. Dept.
- (iv) Shri. Jay Prakash Mishra, Complainant.
- (v) Smti. Shivani Mishra, Asst. Complainant.

Statement of the Complainant

Complainant Shri. Jay Prakash Mishra, R/o Austinabad, Sri Vijayapuram stated in his review petition dated 27/06/2025 stated that "We are writing to bring to your attention the continued non-compliance by the electricity department against the CGRF order dt. 22-05-2025-enclosed 'A' with the directives issued by the Consumer Grievance Redressal Forum (CGRF) in connection with our complaint regarding serious billing discrepancies. Our complaint was heard and conditionally closed by the Forum with the understanding that a comparative report would be prepared in coordination with EESL, and a compliance is still under process from EESL vide letter dt. 09-06-2025 enclosed B' and that necessary adjustments would be made to our account if discrepancies were found.

Unfortunately, no such report has been shared with us, no adjustments have been made, and the department continues to demand payment for the disputed period February, March, and April 2025. Through current due report dt. 23-6-2025 enclosed 'C' while threatening disconnection if payment is not made within 15 days which is a violation of JERC regulation for issuing notice.

The department has simply passed the matter on to EESL and has taken no further steps. There has been no follow-up, no communication, and no accountability. The delay is now being used as a tool to pressure us into paying inflated and unjustified bills. In the interim, we have managed to obtain a partial EESL report, covering selected months from March 2021 to June 2022 (copy enclosed 'D'). This report reveals serious and consistent discrepancies between the smart meter (AMI) data and the billed units-clear evidence of systemic overbilling. At the time of the original hearing, this data was not available to us, which contributed to the delay and distress we experienced during the resolution process, hence request to review my complaint No. ANI/CG No. 01/2025 dt. 11-04-2025 against order dt. 22-05-2025



Below is a summary of the discrepancies we have documented:

Billing Month	Units Billed Urja Pay Detail Enclosed 'E'	AMI (Smart Meter) Units Enclosed 'C'	Discrepancy (Units)
Mar-21	1467	906.95	560.095
Apr-21	1088	842.39	240.61
May-21	1259	899.125	359.875
Jun-21	1626	898.515	727.485
Jul-21	1128	521.815	606.185
Aug-21	1106	117.66	988.34
Sept-21	1010	223.53	786.47
Oct-21	1174	234.375	939.625
Jan-22	3588	354.95	3233.05
Feb-22	981	313.725	667.272
Mar-22	1229	404.2	824.8
Apr-22	1303	657.61	645.39
May-22	1200	732.955	467.045
Jun-22	1247	709.165	537.835
Total	19401	7816.92	11584.08

Despite this concrete evidence, the electricity department has remained non-responsive and continues to issue recovery notices. This leaves us in a vulnerable position, despite having followed due process in full. From 03/2021 to 05/2025 of actual EESL consumption / units and manual unit bill consumption raised by the department be compared and if found excess, unit be adjust in future bill.

1. July 2022 to 05/2025 -EESL consumption report
2. Finally Discrepancy may be find out from 03/2021 to 05/2025, and accordingly issue a detail report for further payment adjustment in future bill.
3. If, EESL report is not available, kindly compensates per rules/guidelines
4. I agree to pay outstanding due if found after enquiry, I will pay through part payment, If approved."

The Complainant, has submitted photocopies of CGRF order dated 22/05/2025, AE(P/Pur)'s compliance report dated 11/06/2025, Current dues, Monthly consumption data and Bill details, 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 letter dated 08/07/2025 stated that:

"Sir, With reference to the above cited letter received from the Hon'ble Forum, CGRF Electricity regarding review petition against complaint no. ANI/CG no. 01/2025 dt. 11.04.2025 the para-wise comment is submitted below:



1. In compliance to the Hon'ble Forum order dated 22.05.2025 in the matter of excess billing charges towards the consumer no. H2/4648 (Domestic) the compliance report was submitted to the Forum vide letter no. EL/AE/PP/1-12/2025/270 dt. 11.06.2025(Enclosure-I)

Further it is to intimate that a mail was sent to EESL on 06.05.2025 (Enclosure-II) and on the request of our mail, the officials of EESL visited the site of the complainant and checked the meter and it was informed verbally regarding correct functioning of the meter which was also conveyed to the consumer via telephone as during the inspection of the premises of the complainant, he was not available at his residence.

2. As per the record of this site office the smart meter bearing GP No.7801193 was installed in the premises of the consumer for account no. H2/4648 in March 2021 which was replaced by another smart meter bearing GP No.7802429 in May 2023 due to display problem in the previous smart meter by EESL.

3. Due to display issue in the smart meter and on receipt of the complaint from the consumer the smart energy meter bearing GP No.7802429 was replaced by another smart meter bearing GP No. 7800867 on 20.01.2025.

The complainant has tabulated and submitted summary of the discrepancies and claimed excess unit charge by the department submitted below.

Billing Month	Units Billed Urja Pay Detail Enclosed 'E'	AMI (Smart Meter) Units Enclosed 'C'	Discrepancy (Units)
Mar-21	1467	906.95	560.095
Apr-21	1088	842.39	240.61
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In this it is to inform that the undersigned along with the meter reader of the Prothrapur site office visited the office of EESL at Lamba line to verify the fact claimed by the complainant and it was informed by the officials of EESL that the data of AMI smart meter units in the tabulated form pertains to the smart energy meter bearing GP No. 7802429.

On verification it was found that the smart energy meter GP no. 7802429 was actually provided to other consumer during the mentioned period.

Already this section has installed a check meter for verifying the correctness of smart meter and it was observed that the billing is done as per the actual consumption by the consumer.

Further, this section has mailed to EESL dated 04.07.2025 (Enclosure-I) requesting EESL to make consumer no. H2/4648 reading communicable and to provide data stored in existing meter by using optical probe meter reading so that it can be matched with manual recorded reading as per direction of CGRF.

Officials from EESL may also be requested to be present during the hearing on 10.07.2025 at 10:30am so that the complaint can be resolved in the presence of EESL also."

The Assistant Engineer-III (HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission letter dated 22/07/2025 stated that:

"Sir, It is to inform you that with reference to above cited letter received from Hon'ble forum CGRF, electricity following direction has been followed on grievance of Shri Jay Prakash Mishra (H2/4645) R/o Austinabad, Sri Vijaya Puram.

1. As per direction of forum data collected on 10/07/2025 by EESL from existing smart meter GP No. 7800867 installed in the premises of consumer, in the presence of chairman and independent member electricity CGRF. Report received from EESL. (Copy enclosed)
2. On dated 11/07/2025 staff from Prothrapur site office sent to the house of consumer Shri Jay Prakash Mishra for shifting the smart energy meter to standard height as per direction of forum but the consumer refuse and not allowed to shift the meter to standard height and provided wooden stool for meter reading.
3. Mail has been sent to EESL to make energy meter H2/4648 communicable and the staff from EESL ensure that it will be made communicable from next month as per the availability of network in consumer premises area.
4. As the consumer complaint as the old GP No. is reflecting in the consumer bill which has been corrected with new GP No. 7800867.
5. As in the review petition filed by consumer in forum regarding difference in the unit bill Urja pay and AMI smart meter unit for period March 2021 to June 2022 which has been already explained to the consumer that AMI smart meter unit is swap and related to other consumer consumption of that period and the unit bill in Urja pay for consumer no. H2/4648 is correctly updated and monthly electric billing done as per meter reading.



6. Mail has been sent to EESL to provide detail of consumer and area, consumption detail of smart meter GP No, 7801193 and GP No. 7802429 for the period March 2021 to June 2022. Reply of the Sr. Engineer, EESL enclosed."

The Respondent/Licensee (ED) has submitted photocopies of AE(P/Pur)'s compliance report dated 11/06/2025, JE (P/Pur)'s mail to EESL, Daily Energies report, Meter Name plate details, Instant Data report and EESL's reply letter, which is kept in the case file **(Exbt. -3)**.

Reply of the EESL

The Sr. Engineer, EESL on behalf of the Respondent/Licensee (ED) in his written submission mail dated 18/07/2025 stated that:

"Dear Sir, In reference to the trailing email, regarding the consumer no H2/4648, below is our comments.

Initially this consumer was installed with meter number 7801193 in the year 27th Feb-2021. The billing data was shared on monthly basis against this consumer which was verify by both team and found correct.

This meter 7801193 got defective and thus a new meter GP7802429 was replaced against the existing meter on the same consumer on 24th Feb-2023.

The meter GP7802429 got defective and was once again replaced by AED With meter number GP7800867. The replacement details (date & other details) wasn't shared with our state team due which the meter number was not configured within MDM our system.

Now, as per our site visit at consumer premise, the meter number GP7800867 was found physically installed. We have fetched the data through optical fiber for this meter's number (last one-year data) and shared to JE-Prothrapur via email.

This for your reference and request to close the case."

Complainant's Statement

In his renewed plea, Shri Jay Prakash Mishra argued that the delay and lack of transparency by both EESL and the electricity department caused him mental and financial stress. He questioned how, without access to actual historical AMI data from his meter (GP No. 7801193), he could validate or dispute past bills effectively. He insisted that even if the data he submitted was later found to belong to another consumer, it demonstrated the systemic failure in meter tracking and transparency within the department. He urged the Forum to order a full forensic review of billing records from March 2021 to



May 2025 and accept consumer-submitted data in the absence of departmental records.

Respondent's Statement

The department, while reiterating its stance, stressed that the consumer's confusion arose due to a lack of understanding of meter mapping and smart meter data handling. They claimed that EESL's delay in synchronizing the replacement meter with their database caused unnecessary suspicion. The AE emphasized that all readings and bills issued to the consumer matched physical consumption and that they had acted promptly by requesting data retrieval from EESL and offering physical verification. They clarified that their communication and inspection efforts were hindered by the complainant's non-cooperation during meter relocation efforts.

EESL's Statement

EESL clarified the full meter installation history of consumer no. H2/4648. Initially, meter no. 7801193 was installed in March 2021 and was in service until 24th May 2023. Billing data during this period was verified jointly by EESL and the electricity department. The meter was replaced by GP No. 7802429, which later turned defective and was once again replaced on 20/01/2025 with GP No. 7800867. Due to non-intimation from the department, the final meter was not updated in EESL's backend system initially.

During a site inspection, the current meter (7800867) was confirmed to be installed. EESL extracted data through optical probe and shared one-year consumption data with the JE, Prothrapur. They also noted that the earlier data (presented by the complainant) from GP No. 7802429 was likely mismatched due to misidentification, as that meter was not in the complainant's premises during the relevant period. EESL requested closure of the case, confirming all data had now been synchronized.

Forum's Observation

The case involves a dispute raised by Shri Jay Prakash Mishra, consumer no. H2/4648, residing in Austinabad, regarding serious billing discrepancies in his electricity bills issued between March 2021 to June 2022. The initial complaint (CG No. 01 dated 11.04.2025) was conditionally closed by the Consumer Grievance Redressal Forum (CGRF) with directives for the department and EESL (Energy Efficiency Services Ltd.) to conduct a comparative assessment of the smart meter (AMI) data and the billing data generated through Urja Pay. However, the consumer later filed a review petition citing non-compliance with the earlier CGRF order dated 22.05.2025.



The consumer contended that despite Forum directions, no comparative report or adjustment had been made, and the department continued to issue inflated bills along with threats of disconnection. The issue escalated when the consumer obtained partial data from EESL revealing significant discrepancies between smart meter data and billed units. The department refuted this by claiming the smart meter data submitted pertained to a different consumer, asserting that the disputed meter (GP No. 7802429) was installed in the complainant's premises only in 24 th May 2023. This formed the basis for the final hearing and Forum's review decision.

Shri Jay Prakash Mishra submitted that the electricity department failed to comply with the CGRF's earlier order which had directed them to prepare a comparative report with EESL and adjust the bill accordingly in case of discrepancies. He claimed that no report had been provided and no communication or action had been initiated to address the discrepancies despite multiple follow-ups.

Mishra presented a tabulated comparison showing that during the period March 2021 to June 2022, the AMI smart meter data recorded significantly lower unit consumption than what was billed via Urja Pay. The difference amounted to over 11,500 units, suggesting systemic overbilling. He asserted that these discrepancies came to light only after he was able to obtain partial EESL data later, which was not available during the original hearing.

He alleged that the department was using delay tactics and leveraging the non-resolution to pressure him into paying unjustified dues for Feb-Apr 2025 and threatening disconnection in violation of JERC regulations. He requested the Forum to compare data from March 2021 to May 2025, adjust excess billing in future bills, and compensate him if data was not traceable. He also expressed willingness to clear dues if any were found legitimate post-verification.

The Assistant Engineer (AE), Prothrapur, representing the respondent, submitted that all necessary steps had been taken in line with the CGRF order dated 22.05.2025. A compliance report had been submitted to the Forum on 11.06.2025, and communication had been established with EESL, who also conducted site inspections. The AE clarified that the smart meter (GP No. 7802429) from which the complainant presented data was not installed in his premises during the disputed period (March 2021 – June 2022) but rather the same meter was installed in his premises only in 24 th May 2023.

The meter installed during the disputed period was GP No. 7801193, which was later replaced due to a display issue. EESL also confirmed that data shown by the complainant pertains to another consumer. The AE also mentioned that a check meter had been installed to ensure billing accuracy, and the readings were in line with the actual consumption.



Additionally, the department requested EESL to make the latest smart meter (GP No. 7800867) communicable to extract real-time data. The consumer, however, refused to allow repositioning of the smart meter to a standard height, further complicating data collection. A detailed report from EESL had also been sought for meters GP No. 7801193 and GP No. 7802429.

The Forum examined the petition, responses, and the EESL report. It was observed that the smart meter GP No. 7802429, cited by the complainant for discrepancies, was not installed in his premises during the period in question. EESL confirmed in writing that meter GP No. 7801193 was installed in the complainant's house from March 2021 till it was replaced in May 2023. The irrelevant data provided by the respondent to the complainant during the above period (March 2021 to June 2022) extracted from the meter GP No. 7802429 belonged to another consumer creates confusion to the complainant. Forum also observed that the faulty meter replacements was not properly intimated to the consumer and got acknowledgment from the consumer either by EESL or Respondent. The fetched data through optical fiber for this smart meter GP No. 7800867 showed average usage of 25-30 units/day, with a peak demand of 2.97 kW. As the evidence presented by the complainant was not linked to the complainant's consumption data, the Forum found no basis to reopen the case.

Hence,

It is Ordered:

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

1. In view of the above the appellant review petition is hereby dismissed being devoid of any merits.
2. The Forum order dated 22-05-2025 are upheld to the extent.
3. The Forum directs the respondent to evolve a format for recording the particulars of the meter at the time of initial installation and replacement and the respondent shall retain one copy and the second copy, duly signed by the authorised representative of the respondent shall be given to the consumer under proper acknowledgement as per the supply code regulations 2018 under section 6.14.
4. 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.

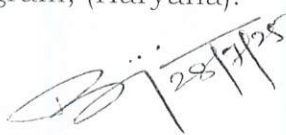


5. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
6. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

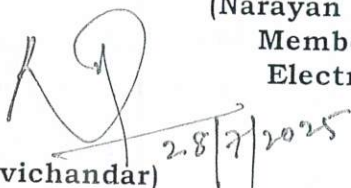
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684709, 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 (HQ), Nodal Officer (CGRF), Assistant Engineer (III), Assistant Engineer (IT), 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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