

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. Raghubir Singh, S/o Balbir Singh, R/o Bambooflat, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/322/23-24/54 dated 19/03/2024
Complaint : Excess Billing bearing Consumer No. R1/2161 (Domestic)
Date of Hearing : 08/04/2024
Date of Order : 31/05/2024



ORDER

Background

The complainant Shri. Raghubir Singh, S/o Balbir Singh, R/o Bambooflat, South Andaman filed a complaint vide R.D. No. 499 dated 19/03/2024 regarding excess billing bearing Consumer No. R1/2161 (Domestic).

The complaint was forwarded on 20/04/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(SAD), Assistant Engineer (F/Gunj), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 08/04/2024 at 10:30 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 08/04/2024 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer (Workshop), Electricity Department enclosed the letter received from AE (F/G) vide letter No. EL/AE/FG/3-20/24-25/06 dated 02/04/2024 submitted reply/comments in connection with the complaint, which was received by the Forum on 05/04/2024 and the same is kept in the case file (**Exbt.-1**).

Hearing on 08/04/2024

The Hearing was held on 08/04/2024 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Rama Rao, Authorized Complainant.
- (ii) Shri. Suresh Kumar, AE(W/shop), NO(CGRF), Elect. Dept.
- (iii) Shri. Rajesh Singh, AE (F/Gunj), Elect. Dept.
- (iv) Shri. P. K. Sharma, JE (B/Flat), Elect. Dept.
- (v) Shri. V. Hamza, MRLCC, Elect. Dept.

Statement of the Complainant

Complainant Shri. Raghubir Singh stated in his complaint letter dated 14/03/2024 that "I am writing to bring to your attention a mistake in my recent electricity bill R1/2161 since past 06 months. I was surprised to see that the amount of the bill was (Rs. 3200/- to Rs. 3500/-), which is significantly higher than my usual monthly bill which ranges between Rs 550/- to Rs. 600/-. Also, the said issue has been raised with the Assistant Engineer, Electricity department, Ferrargunj vide letter no. Nil dated 09.02.2024, but there is no response has been done till today. I request you to kindly look into the matter seriously and send your person to check the meter or install the check meter and revise the electrical consumption charges on usual basis".

The complainant submitted electricity Urja Pay online bills, copy of complaint application to AE (F/Gunj), which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer(F/Gunj), Electricity Department on behalf of the Respondent/ Licensee (ED) in his written submission vide letter No. EL/AE/FG/3-20/24-25/06dated 02/04/2024 has stated that "It is to inform you that JE Bambooflat has submit the detail report of consumer number R1/2611, that there is a single-phase domestic connection in the name of Smti. Satwanti Singh a smart meter replaced by EESL vide GP no. 7412449 on January 2021. The reading was uploaded by Sovtech.

In response of complaint that a smart meter testing was installed in parallel to the existing meter vide GP no. 7363956 on 02.03.2024. The detail of existing and testing smart meter is given below.

Date	Existing Meter Reading	Unit Consumed	Date	Test Meter Reading	Unit Consumed
04.03.2024	7296		04.03.2024	1662	
05.03.2024	7309	13	05.03.2024	1675	13
06.03.2024	7321	12	06.03.2024	1687	12
07.03.2024	7333	12	07.03.2024	1699	12



Moreover the required details such as consumer ledger sheet from January 2023 onwards, unit consumption, xerox copy of meter reading book from January 2023 onwards for account no. R1/2161 and photograph of testing meter and existing is enclosed for your reference please. The total connected load of consumer premises is 5615 watts i.e., 7 KVA. The detail of connected load is given below.

Sl. No.	Particulars	Load in Watts	Qty	Total Connected Load (in watts)
01	Tube light	40	4	160
02	Fan	60	5	300
03	Bulb	15	17	255
04	5 Amps socket	100	9	900
05	15 Amps socket	1000	4	4000
Total				5615 Watts (7 KVA)

On physically inspection, it is found that the earthing is proper but the neutral is common for complete building for other separate meter”.

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

Submission of the Complainant

Complainant Shri. Raghubir Singh has authorized Shri. Y. Rama Rao to attend the hearing on his behalf, who stated that during last six months, the bill was very high, without any additional load to the circuit. Also No AC was provided in the house.

Submission of the Respondent (Licensee)

The AE-III on behalf of the Respondent/Licensee (ED) stated that after getting a complaint from the consumer dated 09.02.2024, a check meter was installed along with the original smart meter to check the accuracy for 04 days and no difference was found. Further, he submitted that the earthing was also checked and found OK.

Forum's Observation

The Forum inspected the site on 05/04/2024 and found that the building had two stories and was segregated into 3 houses for rent purposes. Accordingly, 3 single-phase service connections were provided on the premises. On verifying the load details of the houses, it was found that only fans and lights were provided, with no AC installed. Upon detailed verification, it was noted that the tenant had vacated the premises, and the earthing of the premises is not done properly and on further inspection it was noticed that the common neutral was provided to the three connections.



The Forum directed to the occupier to strengthen the earthing with proper earthing rods, etc. The connected load also seems to be more than 5 KVA on the vacated premises. The internal wiring also appears to be very old. The Forum, on the day of hearing, directed the Respondent to put a parallel check meter for one week and also directed to check the neutral and earthing of the premises thoroughly and report within 15 days, but the same has been submitted by the respondent/AE (F/G) vide letter dated 28/05/2024 stating that necessary report has been collected from EESL and it was found that the meter is working properly and the monthly consumption and peak demand are found normal. Further there was no events recorded during these periods.

Accordingly, considering the safety aspect, the consumer has been suggested to install either ELCB or RCCB in the circuit of the internal wiring to prevent any current leakage and to avoid accidents.

Thus, this Forum has concluded 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 based on the observation so reached, the following Order is passed: -

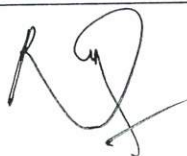
1. The Case No. 322 is hereby closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer.
2. The Respondent/Licensee (ED) is directed to immediately take appropriate step as per JERC Regulation No. 23/2018 under Clause 8.8 against **any irregularity noticed** in any smart meter and inform to the consumer accordingly, which was not done in this instant case.
3. The Forum directs the Nodal Officer (CGRF), Electricity Department to hereafter submit the reply/comments in the affidavit format only, which was not done in this instant case.
4. The Respondent/Licensee(ED) is directed to conduct a drive to update the connected load of the consumer by giving a definite time period for self-disclosure by the consumer or to update the connected load by field staff on war foot basis, as connected load are increased by many consumers without information of the Licensee (ED), which also results in revenue loss to the Government in terms of collection, as fixed charges are calculated on the basis of connected load.



5. The Respondent/Licensee (ED) is directed to collect the late fee after due date from the complainant/consumer, bearing No. R1/2161(Domestic) within 7 days from the date of issue of this order. Further, if default in payment is detected once again after the issue of this order, necessary steps will be taken against the consumer as per JERC Regulation No. 23/2018.
6. The complainant/consumer is directed to pay all the pending electricity bills bearing Consumer No. R1/2161(Domestic) within 7 days positively, or else the supply will be disconnected as per JERC Regulation No. 23/2018.
7. The complainant is directed to strengthen the earthing with proper earthing rods etc. and the old wiring also to be replaced on priority and the connected load also to be limited to the single-phase connection or else the consumer may be apply for three phase connection.
8. The Respondent/Licensee (ED) is directed to insist the consumer for installation of ELCB or RCCB, considering the safety aspect in the circuit of the internal wiring hence to prevent any current leakage and to avoid accidents.
9. 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).
10. 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.
11. 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.

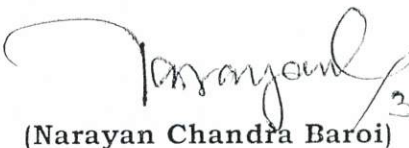
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot 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**".

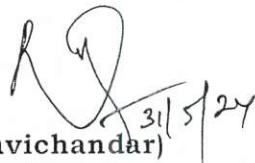
[Annexure - IV Appeal Form can be collected from the office of the Forum on any of the working days].



A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer(F/Gunj), 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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