

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. S. Murugesan, R/o Austinabad, Port Blair bearing Consumer No. H2/4671 (Domestic).

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/272/23-24/04 dated 30/05/2023
Complaint : Excess Billing bearing Consumer No. H2/4671 (Domestic)
Date of Hearing : 13/06/2023
Date of Order : 19/07/2023

ORDER

Background

Shri. S. Murugesan, R/o Austinabad, Port Blair filed a complaint vide R.D. No. 37 dated 29/05/2023 regarding excess billing bearing Consumer No. H2/4671 (Domestic).

The complaint was forwarded on 30/05/2023 to the Assistant Engineer (Wks), Nodal Officer for CGRF, Executive Engineer(HQ), Assistant Engineer-III, Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 13/06/2023 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 13/06/2023 at 10.30 a.m and further directed to submit a hard copy of the complaint letter alongwith representation submitted to the JE, Electricity Department within three (3) working days from the date of issue of this letter.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer-III, Electricity Department filed his letter No. EL/AE/PP/1-12/22-23/242 dated 10/06/2023 submitted reply/comments on behalf of the Licensee/Respondent (ED), which was received by the Forum on 12/06/2023, which is kept in case file (**Exbt.-1**).


19/7/23

In the meantime, the complainant Shri. S. Murugeshan has submitted vide email dated 07/06/2023 (smvijay126@yahoo.com) and stated that "my earlier complaint reg. excess electric meter reading mailed on 26/05/2023. The AE(Electricity), Prothrapur Site has verbally assured. He will taken up matter and short out as earliest. Hence, myself withdraw the above said complaint please", which is kept in case file **(Exbit.-2)**.

Hearing on 13/06/2023

The Hearing was held on 13/06/2023 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. S. Murugeshan, Complainant **(Absent)**.
- (ii) The AE (Works), Nodal Officer for CGRF, **(Absent)**.
- (iii) Shri. E.P. Shahnawaz, AE-III, Elect. Dept.
- (iv) Shri. Suresh Singh, LMMR, Elect. Dept.

Statement of the Complainant

Complainant Shri. S. Murugeshan stated in his complaint email (smvijay126@yahoo.com) dated 26/05/2023 that "I am a permanent resident of Austinabad village, Port Blair having Domestic electric meter H2/4671. The said electric meter reading is showed excess meter reading for the month of March 2023. the said meter H2/4671, installed house is vacant for last 01 years and it seems the meter reading unit is came 417 units. . After complaining to JE, Electricity, Prothrapur, the staffs of concerned office reduce the bill unit from 417 units to 50 units (for example total 1424 units - 1374 units = 50 units for march, 2023 in the meter H2/4671 (copy enclosed). Now this month i.e., month of April, 2023 again the meter showing excess unit i.e., 463 units (total shows 1887 units upto 01/05/2023) (copy enclosed). In response of the complaint the J.E. Electricity Prothrpur reduce the units from March, 2023 and again added the units in April, 2023 electricity bill (total 1887 units - 1424 units = 463 units). The question is how can suddenly the electric units raise on the vacant house, we don't have any appliances or gadgets in the house. We request to kindly inspect the house by your staffs and get report as earliest please. Since 2017 to 2023 month's wise reading/units details copies are enclosed herewith for your kind reference.

The complainant submitted Urja Pay online report and electricity bill, which is kept in the case file **(Exbt.-3)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-III on behalf of the Respondent/ Licensee(ED) in his written submission letter dated 10/06/2023 has stated that "the complainant consumer namely Shri. S. Murugeshan, R/o Austinabad having a


19/7/23

smart meter under A/c No. H2/4671 in domestic category has lodged complaint to the Forum regarding excess meter reading.

In this regard the Junior Engineer (PP-I) has inspected the above complainant premises and found the earthing wiring is in order and connected load found 4 KVA. The monthly energy consumption bill is being charged as per reading receiving through online in WBBS system. At present the meter reading of the above said consumer meter under A/c No. H2/4671 is 1967 KWH.

The consumer ledger showing the meter details unit consumption and the payment details of the above said electric meter from January 2021 to April 2023 is enclosed herewith".

The Respondent/Licensee(ED) has submitted photocopies of Meter reading book and consumer ledger, which is kept in the case file.

Submission of the Respondent (Licensee)

The AE (Works), Nodal Officer for CGRF is absent while Hearing without intimation. The AE-II(HQ), Elect. Dept. on behalf of Respondent/Licensee (ED) stated that as per smart meter EESL online reading receiving through WBBS system and accordingly, the bill was raised. Further, he submitted that Junior Engineer (PP-I) has inspected the complainant premises and found earthing and wiring is in order and connected load found 4 KVA.

The AE(II), Elect. Dept., further stated that he has explained regarding accumulated reading to the complainant and the complainant was satisfied with his reply, hence, he was not turned back to Forum for redressed of his grievance.

Forum's Observation

The Forum observed that the complainant has not submitted hard copy of the complaint letter alongwith representation submitted to the Respondent/Licensee(ED) as per direction given by the Forum vide letter dated 30/05/2023.

Further, the Forum observed that the complainant has not turned back for redressal of his grievance and he sent an email on 07/06/2023 regarding withdraw of his complaint, which is kept in the case file.

The Forum observed that as per consumer ledger and meter reading book submitted by the Respondent/Licensee (ED), there is no discrepancy no any error on the part of Respondent/Licensee (ED).

This Forum has come to the conclusion, that both parties are satisfied with their decisions; hence, the case is closed.



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:-

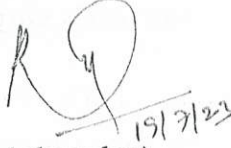
1. The Case No. 263 is hereby dismissed with no merits.
2. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right, by availing the redressal within his jurisdiction.

"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 (HQ), Nodal Officer (CGRF), Assistant Engineer-III, 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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AE(17)