

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. Ajay Govind, S/o Late Ram Govind, R/o School line, Port Blair bearing Consumer No. G1/107 (Domestic).

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/318/23-24/50 dated 23/01/2024
Complaint : Excess Billing bearing Consumer No. G1/107 (Domestic)
Date of Order : 04/03/2024

ORDER



Background

The complainant Shri. Ajay Govind, S/o Late Ram Govind, R/o School line, Port Blair filed a complaint vide R.D. No. 419 dated 23/01/2024 regarding excess billing bearing Consumer No. G1/107 (Domestic).

The complaint was forwarded on 24/01/2024 to the Assistant Engineer (Workshop), Nodal Officer (CGRF), Executive Engineer(HQ), AE-II(HQ), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 13/02/2024 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 13/02/2024 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer-II, Electricity Department filed a reply/comments vide letter No. EL/AE/SD-II/1-29/2023-24/755 dated 02/02/2024, which is kept in case file (**Exbt.-1**).

Statement of the Complainant

The complainant Shri. Ajay Govind stated in his complaint letter dated 16/01/2024 that "my electric meter No. is G1/107 and I have earlier also submitted an application dated 21/04/2023 stating that I was not using the room where the Electric meter is being installed, due to some personal problem since February 2023. The bills of the said room came around Rs. 541, Rs. 562 and Rs. 562/- FOR THREE CONSECUTIVE MONTHS. After my complaint they adjusted my Electric bill and now the meter has also been changed.

Now for the last three months my bill comes around Rs. 105 instead of Rs. 80/- which is the minimum charges.

I, therefore request your goodself to kindly return Rs. 25/- which u have already taken as RCF AND take the minimum charges of Rs. 80/- as the Electric bill".

The complainant has submitted photocopies of electricity paid receipt, Aadhaar Card as ID proof and representation submitted to AE-II(HQ), Electricity Department dated 21/11/2023, which is kept in the case file (Exbt.-2).

Reply of the Respondent/Licensee (ED)

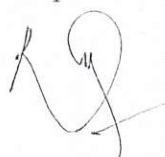
The Assistant Engineer-II(HQ), Nodal Officer (CGRF), Electricity Department on behalf of the Respondent/Licensee(ED) vide letter No. EL/AE/SD-II/1-29/2023-24/755 dated 02/02/2024 stated that "the Junior Engineer, Minnie Bay solved the grievances of the consumer regarding excess electric bill raised vide Consumer A/c No. G1/107.

The complainant has submitted a letter addressed to the Chairman (CGRF) to withdraw the complaint on dated 25/01/2024 and a copy endorsed to Junior Engineer, Minnie Bay that he is satisfied the action taken by the department and he has no further grievances, hence the complainant withdrew the complaint (Copy enclosed)".

The Respondent/Licensee(ED) has submitted photocopies of withdrawal of complaint letter dated 25/01/2024, which is kept in the case file (Exbt.-3).

Forum's Observation

The Forum noted that para-wise comments/reply has not been submitted by the Respondent/Licensee (ED) as directed by the Forum's letter dated 24/01/2024, however, withdrawal of complaint is endorsed as reply/para-wise comments vide letter No. EL/AE/SD-II/1-29/2023-24/755 dated 02/02/2024. The Forum directs the Respondents (ED) to submit para-wise comments in complete shape as such the per-history and ledger details of inception nature of load etc. and also endorsed to the complainant as per the complaint field in the Forum in future complaints , which has not been done in this case.



The Forum going through the documents attached by the Respondent/Licensee (ED) for withdrawal of the complaint submitted by the complainant on 25/01/2024 which read as ***"I had submitted a complaint letter regarding excess electric bill raised vide consumer A/c No. G1/107, R/o School line and CGRF Complaint No. 318 dated 23/01/2024. The same complaint has been settled by the Junior Engineer, Minnie Bay in his office. So, I am happy with the decision of Junior Engineer, Minnie Bay Site Office and accept all my grievances. Hence, it is requesting to your good office to withdraw my grievance pleas"***. The Forum has accepted the plea of the consumer to withdraw the complaint.

Due to emergency leave taken by the Chairman, CGRF to visit mainland (Kerala) on 31/01/2023, and in the meantime, the complaint has withdrawn his complaint an amicably settled outside the Forum, hence, the Forum is of the view that there is no need for Hearing anymore in this instant case and accordingly cancelled the Hearing scheduled on 13/02/2024. The Forum directs the Respondent/Licensee (ED) to submit reply/para-wise comments of the complaint and also warn the authorized officer of the AE to timely submit reply/para-wise comments in complete shape and also endorsed to the complainant, in future complaints, which has not been done in this instant case.

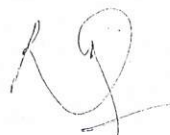
Thus, this Forum has come to the conclusion, that both parties are satisfied with their decisions and amicable settled outside the Forum, hence, the case is closed with specific direction to the Respondent/Licensee (ED), which is particularly noted in this instant case.

Hence,

It is Ordered:

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

1. The Case No. 318 is hereby closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer.
2. The Respondent/Licensee (ED) is directed to submit the para-wise comments/reply as directed by the Forum vide letter No. ANI/CGRF/10-318/264 dated 24/01/2024 in complete shape and also endorsed to the complainant, which has not been done in this instant case.
3. The Respondent/Licensee (ED) is directed to warn the authorized officer of the concerned AE against non-submission of reply/para-wise comments as directed by the Forum vide letter dated 24/01/2024 in complete shape and not to repeat in future complaints as per JERC Regulation.



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. 26/2019 under Clause 27(1). **Further, from Sl. No. 2 & 3 of the above said direction compliance should be provide with supporting documents, if any.**
5. 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.
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, 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 (HQ), Nodal Officer (CGRF), Assistant Engineer-II (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)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF
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