

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. Mohasin Khan, Room No.1, Jamia Masjid, Hut Bay, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 37/2024 dated 14/11/2024.
Complaint : Excess billing bearing Consumer No. Z4/751 (Domestic)
Date of Order : 05/11/2024

ORDER

Background

Shri. Mohasin Khan, R/o Jamia Masjid, Hut Bay, South Andaman, filed an email complaint vide R.D. No. 809 dated 16/10/2024 regarding excess billing bearing Consumer No. Z4/751 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 16/10/2024 to the Executive Engineer (SAD) and Assistant Engineer (Hut Bay), Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was endorsed to the complainant for information.

The AE (Hut Bay), Elect Dept., vide his letter No. EL/LA/AE/12-27/2024/794 dated 23/10/2024 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was received by the Forum vide R.D No. 830 dated 24/10/2024 (the letter is kept in case file) (**Exbt.-1**).

Statement of the Complainant

Complainant Shri. Mohasin Khan stated in his email complaint dated 14/10/2024 stated that "I am writing to remind you about my application submitted in your office regarding the unusually high electric bill and concerns about a potentially faulty meter. Despite my earlier application, I have not yet received any acknowledgment or action on this matter."



My consumer number is **Z4/751**, and I reside at Room No. 1, Jamia Masjid Hut Bay. Over the last more than 10 billing cycles, I have noticed a significant and unexplained increase in my electricity charges. Upon reviewing my household consumption, there has not been any increase in the number of electrical appliances or usage that could justify such a sharp rise in the bill.

I kindly request that you expedite the process of inspecting the meter at my residence and take appropriate action to rectify this issue. I would appreciate it if you could provide me with an update on the status of my application at your earliest convenience”.

The complainant enclosed photocopies of AE's letter dated 21/08/2024 & 10/10/2024 alongwith Urja pay bill details, which is kept in the case file **(Exbt.-2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (W/shop), Nodal Officer (CGRF) on behalf of the Respondent/Licensee(ED) in his written submission letter dated 15/10/2024 stated that “A Letter of complaint received at your office vide R.D. No 809 dated 14/10/2024 from the complainer as detailed below:

Name : Shri Mohasin Khan, Room no. 1, Jamia Masjid,
Hut Bay, Mobile : 993328R132
Consumer no.: Z4/ 751 (Domestic)
Area/Zone : AE (Hut Bay) under EE(SAD)

As per the direction in the letter No. 518 dated 16/10/2024 as cited in the above reference, it is to appraise that in Hut Bay, little Andaman Sub-Division so far no smart meter has been installed by EESL rather consumer energy consumption record/billed by installation of 1Ph 2W electronic Kwh meter. The consumer No. Z4/ 751 of Jamia Masjid Committee functioning with an electronic Kwh meter details as below:

Make : HPL SOCOMEC and INDO-French Co.
Mfd by : Himachal energy (P) Ltd.
Serial no. : 1A-000903, M/yr: 06/2007
Rating : 2.5-10A, 230V, 50Hz, C1.1.0
6400 imp/Kwh, AC lph, 2wire, electronics Kwh meter.

On receipt of complaint in respect of A/c No Z4/751 consumer on dated 08/08/2024, the Junior Engineer (HQ) was directed to do needful and accordingly JE (HQ) measured the meter circuit drawing current and it appeared to be 1.09A which in turn revealed that connected average load of consumer 196.72 watts as per calculation. The details of which as of then appraised to the consumer and he understood.

Again, on received of a reminder on dated 14/10/2024. The JE (HQ) was directed to install a test meter in parallel to the existing meter Ac No Z4/751 to ascertain the status of the existing meter.



Accordingly, on dated 17/10/2024 a test/check meter was installed in parallel as details below:

Make : Maxwell Jaipur
Mfd by : Maxwell India, M/yr: 2016
Serial No : 306979
Rating : 10-40A, 240v, 50Hz, Cl.1.0
3200 imp/Kwh
AC, lph, 2 wire, electronic Kwh meter.

The consumption record of existing meter and test/check recorded as below:

Sl. No.	Date	Time	Z4/751 (Existing)	Diff	Test/Check	Diff	Remarks
1.	17.10.24	7:45 AM	12744.00	0.0	00000.00	0	
2.	17.10.24	4:00 PM	12747.00	3.0	00003.97	3.97	(-) 0.97
3.	18.10.24	7:15 AM	12750.00	3.1	00007.41	3.44	(-) 0.34
4.	19.10.24	4:55 PM	12752.00	2.3	00009.82	2.81	(-) 0.51
5.	20.10.24	7:20 AM	12758.00	5.0	00015.60	5.78	(-) 0.78

In view of the above context, it is understood that the existing meter is running behind the test/check meter and it's slow by 09.39% of test/check meter. Hence it is required to replace existing meter with the test/check meter".

The Respondent/Licensee(ED) has submitted a photocopies of Meter reading book, payment details, load details alongwith meter testing report, which is kept in the case file **(Exbt.-3)**.

Forum's Observation

During the Hearing on 01/11/2024, the respondent was not attended the hearing which was fixed by the Forum vide letter dated 16/10/2024, however, the Forum decided to close the case due to withdrawal of the complainant, which is self-explanatory through email dated 17/10/2024 **(Exbt. 4)**.

The Forum noted the reply of respondent vide letter dated 23/10/2024 regarding an unusually high electricity bill for Consumer No. Z4/751 (Domestic) wherein stated that a check meter was installed on 17/10/2024 alongside the existing meter, which was found to be running 9.39% slow. The Respondent further submitted that the meter requires replacement.

The Forum reviewed the complaint and the Respondent's submission and it was noted that the existing meter was found to be defective, running slow by 9.39%. On 17/10/2024, the complainant submitted a withdrawal application, indicating that the issue had been resolved to their satisfaction **(Exbt.-4)**.

Based on the findings, the Forum directs the Respondent to replace the defective meter immediately, and since the complainant has withdrawn their complaint, the Forum considers the matter resolved.



Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 37/2024 is hereby closed with specific direction to the Respondent/Licensee (ED).
2. The Respondent/Licensee (ED) is directed to replace the defective meter bearing Consumer No. Z4/751 (Domestic), without delay.
3. 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.
4. 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.
5. 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 (SAD), Nodal Officer (CGRF), Assistant Engineer(Hut Bay), 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

(R. Ravichandrar)
Chairman
Electricity CGRF

(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF