

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 (JERC Nominated).

In the matter of:

Shri. Shaukat Ali, R/o Prem Nagar, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/345/24-25/22 dated 09/09/2024.
Complaint : Excess Billing bearing Consumer No. B/1832 (Domestic)
Date of Hearing : 25/09/2024
Date of Order : 04/10/2024

ORDER

Background

The complainant Shri. Shaukat Ali, R/o Prem Nagar, Sri Vijaya Puram, South Andaman filed a complaint vide R.D. No. 742 dated 09/09/2024 regarding excess billing bearing Consumer No. B/1832 (Domestic).

The complaint was forwarded on 09/09/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(HQ), Assistant Engineer-I(HQ), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 25/09/2024 at 11:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Sri Vijaya Puram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 25/09/2024 at 11.30 a.m.

The Respondent on behalf of Licensee (ED) i.e., Assistant Engineer-I(HQ), Electricity Department filed his letter No. EL/AE/SD-I/HQ/25-3/2024/551 dated 20/09/2024, which was received by the Forum on 24/09/2024 through AE(W/Shop), which is kept in case file **(Exbt. -1)**.



Hearing on 25/09/2024

The Hearing was held on 25/09/2024 in the Hearing Hall, Electricity CGRF at 11:00 a.m. The following were present: -

- (i) Shri. Deepak Mondal, AE-II, Elect. Dept.
- (ii) Shri. Anuj Kishen, JE(P/Nagar), Elect. Dept.
- (iii) Shri. Avijit Nandi, LMMR, Elect. Dept.

Statement of the Complainant

Complainant Shri. Shaukat Ali stated in his complaint letter dated 09/09/2024 that "I am writing to formally lodge a complaint regarding the recent increase in my electricity bill in the month of May 2024. Myself Shaukat Ali R/o Prem Nagar, Port Blair and consumer number is B/1832 which comes under JE Electricity Site Office, Prem Nagar.

Upon comparing my last six months bill statement, it was noticed that a significant rise in the amount due compared to previous months (Copy Enclosed). I have reviewed my household's energy consumption habits and can confirm that there have been no substantial changes in our usage pattern that could justify such an increase.

I would appreciate if you could investigate whether there have been any errors in meter readings or billing calculations or any fault in electric meter that could have resulted in an inaccurate assessment of my electricity usage.

However, the sudden surge in the bill amount is concerning and requires immediate attention to resolve the issue. As I am a pensioner I will not be able to pay this amount which is not used by me. I trust that you will address this matter promptly and provide me with a satisfactory explanation or adjustment to my bill, from 05/2024 to 09/2024.

Thank you for your attention to this urgent matter. I appreciate your cooperation in resolving this discrepancy swiftly."

The complainant submitted copy of his complaint letter addressed to the AE-I(HQ) dated 02/02/2024, Urja Pay bill details & Aadhaar card as his ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-I(HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission vide letter No. EL/AE/SD-I/HQ/25-3/2024/551 dated 20/09/2024 has stated that: -

1. "The consumer bearing A/C No. B/1832 (Domestic) made an written complaint on 02.07.2024.
2. The Junior Engineer(P/Nagar) site office requested EESL for testing of energy meter e-mail dated 12.09.2024 with the remarks to submit the report on priority.

3. EESL submitted the report on 18.09.2024. (Enclosure-1)-3 pages.

As directed by the Forum the following documents are submitted.

4. Consumer Profile (Ledger Sheet). - January 2022 to till date. (Enclosure-02)

5. Meter Reading Book - January 2022 to till date. (Enclosure-03)

Remark- The Junior engineer vide his letter EL/JE/PN/1-14/24-25/437 dated 20.09.2024 submitted his site inspection report (which is enclosed and self-explanatory), (Enclosure-04)

This is for your kind information and necessary action."

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

The complainant, Mr. Shaukat Ali, was not present in the hearing on 25/09/2024, hence, the case was taken for hearing ex parte.

Submission of the Respondent (Licensee)

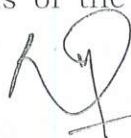
The Respondent, representing the JE Electricity Site Office, Prem Nagar, acknowledges the complaint filed by Mr. Shaukat Ali regarding the sudden increase in his electricity bill for May 2024. Upon receiving the complaint, the department reviewed the billing records associated with consumer number B/1832 and noted the significant rise in the bill amount compared to previous months.

The Respondent confirms that the billing process for the consumer followed standard procedures, including meter readings and billing calculations, based on the data received from the installed electric meter. However, no technical issues or discrepancies were immediately identified during the initial review.

The department is prepared to conduct a thorough investigation, which will include re-verifying the meter readings, assessing the meter's functionality, and reviewing any possible errors in the billing process. If any faults or miscalculations are detected, corrective actions will be taken promptly.

Forum's Observation

The Respondent (ED) reported that five meters are installed at the premises, covering three floors. The ground floor, fully occupied by the complainant, has a total connected load of 10 kW, and two single-phase meters (B/1832, B/2395) are allocated for ground floor. The first floor is rented out for small flats without kitchen having three single phase meter vide A/c No. B/2394, B/2396 & B/3224 and there is an unauthorized extension from meter A/c No. B/3224 noticed during inspection from first floor to ground floor, and the second floor is unoccupied. The respondent also raised concerns about possible unauthorized extensions of the electrical connection without the knowledge of the department.



The Forum observed that the complainant did not appear for the hearing, and the respondent's report indicates a total of five meters installed across the three floors of the building. The Forum noted that the ground floor has fully occupied by the complainant and a connected load of 10 kW having two single-phase meters. The forum further noted that the department suspects unauthorized extensions of the electrical connection at the premises. During inspection Forum noticed that the complainant is occupied the ground floor having two single phase connection and one more connection was extended from first floor creates bifurcates of consumption, thereby a loss of revenue, hence, Forum directs the Respondent/Licensee (ED) to club single phase connection into three phase after verifying the connected load. Based on the information provided, the Forum concluded that the premises need to be re-inspected for assessing the connected load and regularize the connection as per the supply code regulations after giving proper notice to the consumer.

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. 345 is hereby closed without any merit on the request of the consumer and specific direction to the Respondent/Licensee (ED) and the complainant consumer, which is particularly noted in this instant case.
2. The Respondent/Licensee (ED) is directed to re-inspect the premises and assess the connected load bearing Consumer No. B/1832 and club all the single phase connection into three phase connection in the ground floor occupied by the complainant after giving proper notice to the consumer immediately.
3. The Forum directs to the Respondent(ED), considering the safety aspects to regularize the unauthorized extension done from the first floor allotted meter vide A/c No. B/3224 to ground floor by the consumer without proper intimation to the department immediately after giving proper notice to the consumer.
4. The Complainant is advised to install an Earth Leakage Protective Device to prevent any leakage and ensure the safety of the equipment.
5. 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).
6. 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.



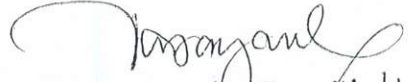
7. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

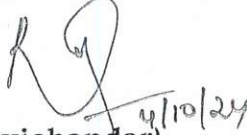
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot 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-I(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) 4/10/24
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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