

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
SRI VIJAYA PURAM

Before:

Shri. R. Ravichandar, Chairman (On Leave).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Sarbajit Biswas, R/o Manglutan, Sri Vijaya Puram, South Andaman

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 41/2025 dated 20/01/2026.
Complaint : Excess Billing (Domestic)
Date of Hearing : 05/02/2026
Date of Order : 09/02/2026



ORDER

Background

The complainant filed an email complaint vide R.D. No. 1524 dated 20/01/2026 regarding Excess Billing (Domestic), which is kept in the file as **Exbt.-1**.

The complaint was registered as ANI/C.G. No. 41/2025 and forwarded on 20/01/2026 vide letter No. ANI/CGRF/10-428/972 to the Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer (Chouldhari), Electricity Department herein after known as the Respondent for submitting reply/comments and attending the Hearing fixed on 05/02/2026 at 10:30 a.m. in the Electricity CGRF Building at 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 05/02/2026 at 10.30 a.m.

The complainant, vide his email dated 24/01/2026 for withdrawal of his complaint, which was received by the Forum vide R.D No. 1540 dated 29/01/2026 respectively (the email is kept in case file as **Exbt. - 2**).

Hearing on 05/02/2026

The Hearing was held on 05/02/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. J. Jayakumar, AE, NO, Elect. Dept.

Statement of the Complainant

The complainant stated in his complaint letter dated 20.01.2026 that "Dear Sir, I am writing to express my concern regarding the high electricity bills for the property under Consumer No. U/4317.

Despite the property being occupied only on Weekends (Saturdays and Sundays), the billing amount remain unexpectedly high. I have already filed an online complaint, but the ticket remains open with no response to date.

Please find the account details below:

Consumer No. : U/4317
Name : SARBAJIT BISWAS
Site Office : MANGLUTAN
Connection Category: LT Domestic Service
Complaint Ticket Number: 25010042 (U/4317)

I kindly request that you look into this matter and investigate why the charges are so high given the minimal usage. Thank you for your assistance."

The complainant stated in his complaint withdrawal email dated 24.01.2026 that "Sir, I respectfully submit that I had filed a complaint regarding high electricity bills in respect of Consumer No. U/4317 (Domestic), R/o Manglutan Village, Sri Vijaya Puram, which was registered as Complaint No. ANI/C.G. No. 41/2025. I would like to inform you that the matter has since been resolved satisfactorily by the Manglutan Site Office of the Electricity Department. Necessary verification and clarification have been provided, and I am satisfied with the resolution. In view of the above, I hereby request to withdraw my complaint filed before the Consumer Grievances Redressal Forum. I request you to kindly treat the complaint as closed. I thank the CGRF and the Electricity department officials for their cooperation and support."

Submission of the Respondent

The Assistant Electricity (W/shop), Nodal Officer (CGRF) appeared before the Forum and submitted his inability to file the reply as he didn't received any para-wise comments from the concerned AE (Choudhari).

Forum's Observation

The present matter arises out of a grievance submitted by the consumer bearing Consumer No. U/4317, registered under the LT Domestic Service category and attached to the Manglutan Site Office, Sri Vijaya Puram. The complainant alleged that despite the premises being used only intermittently-restricted to weekends (Saturdays and Sundays) - the electricity bills issued were consistently on the higher side and disproportionate to the actual usage.

The forum further observed that the complainant, through another email expressed his satisfaction as necessary verification and clarification

have been provided by the Manglutan Site Office and thus he withdrew his complaint.

The Forum observed that the grievance initially pertained to high billing despite limited usage of electricity. The Forum understood that the dispute has been amicably settled outside the Forum and that no further adjudication was required in the matter.

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 complaint is disposed off as settled amicably outside the Forum.
2. The complainant is advised to install an ELPD (Earth Leakage Protective Device) for safety and leakage prevention.
3. 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 (Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer (Chouldhari), 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