

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

**Before:**

Smt. Biji Thomas, Independent Member (JERC Nominated).

**In the matter of:**

Shri. Narasimha Moorthy, R/o Sangam Valley, Austinabad, Sri Vijaya Puram,  
South Andaman.

.....Complainant

**Versus**

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

.....Respondent

**Complaint No.** : ANI/C.G. No. 44/2025 dated 15/02/2026.  
**Complaint** : Excess Billing (Domestic)  
**Date of Hearing** : 02/03/2026  
**Date of Order** : 02/03/2026



**ORDER**

**Background**

The complainant filed a complaint vide R.D. No. 1547 dated 15/02/2026 regarding Excess Billing (Domestic). The complainant enclosed photocopies of letter to AE, Elect. Dept. dated 01.02.2026, e-bills and Aadhaar card as ID proof, which is kept in the case file (**Exbt.-1**).

The complaint was registered as ANI/C.G. No. 44/2025 and forwarded on 16/02/2026 vide letter No. ANI/CGRF/10-431/991 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-II(HQ), Electricity Department herein after the respondent for submitting reply/comments and attending the Hearing fixed on 02/03/2026 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 02/03/2026 at 10.30 a.m.

The complainant, vide his email dated 17/02/2026 withdrawn his complaint, which was received by the Forum vide R.D No. 1553 dated 19/02/2026 respectively (the letter is kept in case file) (**Exbt. - 2**).

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### **Statement of the Complainant**

The complainant stated in his complaint letter dated 15.02.2026 that "Good morning Sir/Madam, with due reverence i would like to submit my grievances for incorrect billing of my newly installed solar plant of 3KVA at my residence.

I have been wrongly charged by Ebilling, upon enquiry it was an embarrassing situation at the site office that one of the staff shouted that I have utilised the units thats why bill was generated.

Upon reverifying with the vendor of RMC akshay urja it was noticed that the readings were taken wrongly and hence the bill was generated in high end. the matter was also inform to the concerned JE to refund the paid amount or to adjust in the next bill but in vain.

I am enclosing my grievance application along with Ebills generated before and after the solar installation. This is a flagship programme of Hon'ble PM and such implementation lacunas hampers to achieve the targets."

### **Statement of the Respondent**

The respondent stated in his letter dated 19/02/2026 stated that "Sir, Kind attention is invited to the letter cited under reference on the above subject. In this regard, it is to inform that the Junior Engineer, Nayagaon solved the grievance of the consumer regarding the incorrect electricity bill of newly installed solar plant at his residence raised vide consumer A/c No. K/860 (Domestic).

The complainant has sent an email addressed to the Chairman. (CGRF) and the undersigned to withdraw the complaint dated 17.02.2026, in which he informed that he is satisfied with the action taken by the department and he has no further grievances, hence the complainant has withdrawn his complaint."

The Respondent enclosed photocopies of withdrawal of complaint vide mail dated 17.02.2026, which is kept in the case file. (Exbt. - 3).

### **Forum's Observation**

The present case pertains to a grievance raised by a domestic consumer bearing Consumer Account No. K/860 regarding incorrect electricity billing following the installation of a 3 KVA rooftop solar plant at his residence. The complainant alleged that after commissioning of the solar plant under the flagship renewable energy initiative of the Government of India, an abnormally high electricity bill was generated through the E-billing system. The consumer contended that the billing discrepancy arose due to incorrect meter reading after solar installation.

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Subsequently, the matter was re-verified with the vendor, RMC Akshay Urja, and the concerned departmental officials. Upon re-examination of the readings, corrective measures were reportedly taken by the respondent. Thereafter, the complainant conveyed satisfaction with the action taken and withdrew the complaint.

The Forum observed that the dispute between the complainant and the respondent had been amicably resolved outside the proceedings of the Forum. The complainant had voluntarily withdrawn his complaint after expressing satisfaction with the action taken by the department. Therefore, no further adjudication was required in the matter.

**Hence,**

**It is Ordered:**

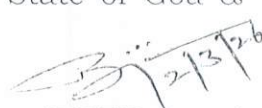
After detailed deliberations, submissions and documents produced before the Forum, and based on the observation so reached, the following Order is passed: -

1. The complaint is disposed of as settled amicably outside the Forum.
2. The respondent is directed to ensure prompt verification and rectification of billing discrepancies at the field level in future.
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**, 3<sup>rd</sup> 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 (HQ), Nodal Officer (CGRF), Assistant Engineer-II(HQ), 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**