

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. Madhu Babu, R/o Mazar Pahad, Ward No. 11, Sri Vijayapuram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 62/2025 dated 21/03/2025.
Complaint : Excess billing bearing Consumer No. E1/4219 (Domestic)
Date of Hearing : 07/04/2025
Date of Order : 08/04/2025



ORDER

Background

Shri. Madhu Babu, R/o Mazar Pahad, Ward No. 11, Sri Vijayapuram, filed a complaint vide R.D. No. 1043 dated 21/03/2025 regarding revising the excess electricity charge bills towards the Consumer No. E1/4219 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 24/03/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-II (HQ), 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-II, Elect Dept., vide his letter No. EL/AE/SD-II/1-29/2025-26/02 dated 01/04/2025 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was forwarded through AE(W/Shop) and received by the Forum vide R.D No. 1059 dated 02/04/2025 (the letter is kept in case file) (*Exbt.-1*).

Hearing on 07/04/2025

The Hearing was held on 07/04/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Deepak Mondal, AE-II, Elect. Dept.

The Complainant has withdrawn his complaint vide his affidavit dated 27.03.2025.

Statement of the Complainant

Complainant Shri. Madhu Babu, R/o Mazar Pahad, Ward No. 11, Sri Vijayapuram stated in his complaint dated 21/03/2025 stated that "Sir With due regret to submit that the present electricity energy meter seems to be faulty, resultantly a huge amount is always noted in the bill of only 5 points, whereas in the past time bill was in exact manner but now a days it has broken all short of records of huge billing, to this effect I had brought in to the notice of site office electricity Shadipur, but it seems that they are least bother about the complaint raised, thus having no other option except to knock down the door of your good self to facilitate with new energy meter and a check has to be made mandate so that so that huge billings are not at all reiterated in future.

Keeping in view above narrated fact I am to request to your good self to do needful to this effect at the earliest or else I will be force to proceed to forum for redressal for poor services and knowingly harassing the people even at the age of 21 century as well as era of science."

Complainant's Withdrawal statement vide his Affidavit dated 27.03.2025:

"That after the registration of my complaint, the Assistant Engineer (AE) and Junior Engineer (JE) of the Electricity Department visited my house premises and conducted an inspection in accordance with my grievance.

That after the inspection, my grievance regarding excess billing was redressed to my satisfaction and issue has been amicably settled outside the Forum.

That in light of the settlement, I no longer have any grievance against the Electricity Department and therefore wish to withdraw my complaint.

That there is no further dispute pending between me and the Electricity Department regarding this matter.

That I am executing this affidavit to formally withdraw my complaint from the Consumer Grievance Redressal Forum.

I hereby declare that the above statements are true and correct to the best of my knowledge and belief, and nothing material has been concealed therein."

The Complainant has submitted photocopies of electricity bills, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-II (HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission letter dated 01/04/2025 stated that "it is to inform that the Junior Engineer Shadipur solved the



grievances of the consumer regarding excess electric bill raised vide consumer A/c No E1/4219 (Domestic).

The complainant has submitted an affidavit addressed to the Chairman (CGRF) to withdraw the complaint on dated Nil, he is satisfied the action taken by the department and he has no further grievances, hence the complainant withdraw his complaint."

The Respondent/Licensee (ED) has submitted photocopies of Affidavit dated 27.03.2025, which is kept in the case file **(Exbt. -3)**.

Complainant's Statement

The complainant, a resident under domestic category vide account number E1/4219, expressed deep concern over receiving unusually inflated electricity bills despite using a minimal number of electrical appliances. Suspecting a fault in the meter or miscalculation in readings, he initially reported the issue to the local site office. However, perceiving negligence and lack of response from the concerned officials, he was compelled to file a formal complaint before the CGRF.

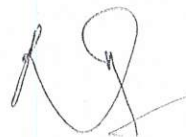
Following his complaint, officials from the Electricity Department, including the AE and JE, conducted a thorough inspection of his premises. Upon identifying a clerical mistake in reading entries, the bills were recalculated and rectified.

The complainant was fully satisfied with the prompt response and corrective measures taken by the department. He thereafter submitted a notarized affidavit to the Forum, expressing his intent to withdraw the complaint. He affirmed that the issue had been resolved to his satisfaction, and no pending dispute remained.

Respondent's Statement

The Electricity Department, upon receiving the consumer's grievance, acted swiftly to address the complaint. The Assistant Engineer and Junior Engineer conducted a physical inspection of the complainant's premises. It was found that the excess billing resulted from a human error during manual reading entry, not a fault in the meter or excessive consumption.

The error was immediately corrected, and the billing was revised accordingly. Following this, the consumer was informed and acknowledged the resolution. He expressed satisfaction and formally withdrew his complaint by submitting a written affidavit to the Consumer Grievance Redressal Forum. The department assured the Forum that due care will be taken in future to avoid such clerical issues.



Forum's Observation

The case pertains to an electricity consumer bearing Account No. E1/4219 (Domestic) under the jurisdiction of the Electricity Department, Shadipur. The consumer had been receiving significantly inflated electricity bills for a period of time, which was unusual given the limited number of electrical points (only five) in his premises. In the past, billing was observed to be normal and proportional to consumption. The sudden surge in billing led the consumer to suspect that the electricity energy meter might be faulty.

Despite raising the issue with the Site Office of the Electricity Department at Shadipur, the complainant felt that no effective action was taken. With no resolution in sight, he approached the Consumer Grievance Redressal Forum (CGRF), requesting replacement of the meter and a thorough check to avoid future overbilling.

Upon registration of the complaint, the Assistant Engineer (AE) and Junior Engineer (JE) of the department visited the complainant's residence and carried out an inspection. The issue was found to be a minor clerical error in the meter reading, which was subsequently rectified. Following this, the consumer expressed satisfaction and submitted an affidavit to withdraw the complaint, stating that the issue had been amicably resolved outside the forum.

The complainant, a domestic electricity consumer, raised a formal grievance regarding excessive electricity billing, which he believed was due to a malfunctioning energy meter. He highlighted that his residence used only five electrical points and that historically, billing was appropriate and reflective of actual consumption. However, recent bills had shown unusually high charges, prompting the suspicion of a faulty meter. Despite bringing the matter to the attention of the site office at Shadipur, no action was initially taken.

Frustrated with the inaction, he approached the Consumer Grievance Redressal Forum, seeking intervention, replacement of the meter, and a preventive measure to avoid recurrence.

After registering the complaint, the Assistant Engineer and Junior Engineer from the department visited the complainant's residence. They inspected the premises and identified a minor clerical error in meter reading, which was promptly corrected. Satisfied with the action taken, the complainant submitted an affidavit dated 27-03-2025, stating that the issue was resolved amicably, and he no longer had any grievance. He requested withdrawal of the complaint from the forum.

The Electricity Department, represented by the Junior Engineer from the Shadipur Site Office, acknowledged the consumer's complaint and confirmed that the grievance regarding excessive billing was investigated and resolved. It



was found that the cause of the issue was a clerical error in meter reading, which was subsequently corrected.

The department reported that the consumer had submitted an affidavit addressed to the Chairman of the Consumer Grievance Redressal Forum, expressing satisfaction with the resolution and formally withdrawing the complaint. The department reiterated that there were no further disputes pending in the matter.

The Forum observed that the complainant had brought a valid grievance regarding unusually high electricity bills. Upon registration of the complaint, necessary action was initiated by the Assistant Engineer and Junior Engineer of the Electricity Department.

The department visited the complainant's premises, conducted a physical inspection, and identified the issue as a minor clerical mistake in meter reading rather than a fault in the energy meter itself. This error was corrected, and the billing anomaly was rectified accordingly.

The complainant expressed satisfaction over the resolution and submitted an affidavit dated 27-03-2025, formally requesting withdrawal of the complaint. Given that the matter was settled amicably, and no further dispute remains, the Forum took note of the resolution and accepted the withdrawal request.

The Forum came to the conclusion that the complaint is treated as closed in light of the complainant's withdrawal and amicable resolution.

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. 62/2025 is hereby closed with specific direction to the Respondent/Licensee (ED).
2. The department is directed to maintain vigilance and verify consumer meter readings regularly. Proper training must be given to meter reading staff to avoid clerical errors in future.
3. The site office should respond promptly to consumer complaints and maintain proper logs of all grievances received. In cases of excess billing, immediate verification and provisional adjustment should be offered.
4. The department must ensure that all the energy meters are periodically tested for accuracy as per the regulations.

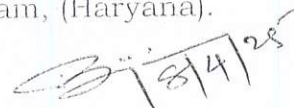


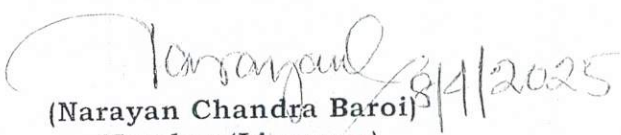
5. The department must implement a verification system to double-check unusually high bills before issuing them. The electricity department must ensure that all consumer complaints are accepted in writing and processed in a time-bound manner. Any penalty or additional charges imposed due to the error shall be waived or reimbursed.
6. The department must ensure that future complaints regarding billing anomalies are addressed in a timely manner to avoid disputes.
7. 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.
8. 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.
9. 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.

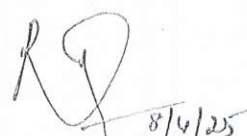
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog 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 (HQ), Nodal Officer (CGRF), Assistant Engineer (II), 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


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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