

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. Kamal Kumar, R/o Junglighat, Sri Vijayapuram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 06/2025 dated 15/05/2025.
Complaint : Water pump damage and Meter burnt bearing Consumer
No. F/3150 (Domestic)
Date of Hearing : 30/05/2025
Date of Order : 03/06/2025

ORDER

Background

Shri. Kamal Kumar, R/o Junglighat, Sri Vijayapuram, filed a complaint vide R.D. No. 1121 & 1125 dated 09/05/2025 & 15/05/2025 respectively regarding water pump damage caused due to the lackadaisical approach of the officials of electricity department and Meter burnt towards the Consumer No. F/3150 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 15/05/2025 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/1-29/2025-26/92 dated 21/05/2025 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. 1153 dated 26/05/2025 respectively (the letter is kept in case file) **(Exbt.-1)**.

Hearing on 30/05/2025





The Hearing was held on 30/05/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Deepak Mondal, AE-II, Elect. Dept.
- (ii) Shri. Jaya Kumar, AE(W/shop), NO, Elect. Dept.
- (iii) Shri. Rakesh Singh, JE, Elect. Dept.
- (iv) Shri. Sunil Kumar, MRLCC, Elect. Dept.

The Complainant was absent during the hearing.

Statement of the Complainant

Complainant Shri. Kamal Kumar, R/o Junglighat, Sri Vijayapuram stated in his complaint dated 09/05/2025 stated that: "Sir, with profound respect and reverence the petitioner intends to bring the following facts for magnanimous consideration and favorable action.

1) That ipso facto the petitioner is one of the reputed consumer of Electricity Department.

2) That on 07/05/2025 there was a noise similar to the bomb blast as witnessed by the petitioner in non escalatory move which took place on 06/05/2025 inside Pakistan; which was heard by the petitioner and even by the tenants wherefrom it was found that the Electric Meter provided by the Electricity Department seems to be totally burnt due to which there was every chance of fire accident in the residential building. Be that as it may, a complaint was also lodged before the Complaint Cell, Junior Engineer (Electricity), Site Office, Opposite Directorate of Education by the tenant per se on 07/05/2025 and subsequent thereto the officials made a temporary repair and informed that there is some problem in the Electricity Pole which would be checked on 08/05/2025.

3) That after the repair the petitioner switch on the Kirloskar residential water pump (1.5 HP) to fill the overhead tank but again heard the sound of blast from the area where motor was placed.

4) That there was fluctuation of current since 07/05/2025 onwards and there is every chance that it may cause further damages to electric appliances or damage already caused which will be informed later. However, on 08/05/2025 at about 6.00 AM the tenant of the petitioner informed again at the complaint cell but no concrete steps taken by anyone.

5) That it is quite germane to elucidate that once again on 08/05/2025 at 9.00 AM the petitioner personally has made a verbal complaint in the Complaint Cell but was informed that the lineman would repair it within half an hour.

6) That again on 08/05/2025 at about 1.00 PM the petitioner has made a written complaint in the complaint register at Serial Number 75 Dated 08/05/2025 and the petitioner was informed that no repair could be possible due to rain.

7) That there were no rain since 07/05/2025 to 08/05/2025 up till 12.00 PM.

8) That in the meantime the private electrician informed that the Kirloskar residential water pump damaged due to repair caused by the lineman on 07/05/2025 which requires mordacious criticism.

9) That the officials viz. Mr. Uday and Mr. Ganesh both Line Man also visited the petitioner's residence on 08/05/2025 at about 1.45 PM even though they fail to rectify the defect per contra informed that their duty timing is over and its also lunch time and eo instante they cannot help the petitioner.

10) That it is found from the reliable sources that both Mr. Uday and Mr. Ganesh, Line Man had malafidely made an entry on 08/05/2025 in the complaint register as maintained in the site office of Junior Engineer (Electricity) that everything was checked and found correct.

11) That ex facie again complaint lodged on 09/05/2025 at 06.00 AM entered at Serial Number 89 of complaint register maintained at the site office of Junior Engineer (Electricity) and it was informed by the official that nobody is there to attend the complaint and the duty staffs shall attend the office at 9.00 AM. and after taking their breakfast and tea they may attend the complaint at 10.00 AM or if there will be rain the petitioner have to wait for tomorrow.

12) That et cetera it is intimated that there is no water since 07/05/2025 as the Kirloskar residential water pump which was repaired by expending Rs. 5000/- could not be fixed due to the lackadaisical approach of the officials. (The copy of Bills is annexed herewith and marked as Annexure - 'A' & 'B' respectively).

In the wake of ut supra exordial enunciation it is hereby requested to complete the repairing work at the earliest and in the meantime allow compensation of Rs. 15,000/- (Rupees fifteen thousand only) towards harassment, delay, mental trauma, wastage of time, cost of petrol and defamation of Appellant who belongs to Other Backward Class, being a cost incurred to lodge complaint in the Consumer Court by engaging Learned Counsel.

Complainant Shri. Kamal Kumar, R/o Junglighat, Sri Vijayapuram in his complaint dated 15/05/2025 stated that: "Sir, Ipso facto a complaint has been lodged on 09/05/2025 with regard to aforesaid matter with a request to take appropriate action against the erring officials and also to allow compensation.

The moot question that germane for consideration is that no complaint has ever been lodged against Mr. Sunil, Meter Reader - Cum - Cashier but surprisingly he ad libitum enter his appearance by approaching in my house personally on 09/05/2025 and threatened me in front my family members including my wife and teenage daughter and also in front of my octogenarian father who starts shivering at that relevant point of time and directed to put signature in blank paper or to withdraw the complaint specially from the Chairman, Electricity Consumers Grievances Redressal Forum or ready to face dire consequences in future, ex facie is devoid of ethical vertebra in the contrary has no justification in riding his own chariot over the track of its own prejudice gumption more often cascading vitriolic comments emanates from the antechamber of mind is nothing but ex tempore conglomeration of concocted narration with ulterior motive with ensanguine propensity of wreaking vengeance due to animosity or personal pique with an intention to debilitate the very foundation of democracy.



Considering this factual facet, there is no option, but to raise the questions about the gumption of the concerned authority and the petitioner have no quandary in harbouring to a conclusion that this kind of laggardness on the part of Mr. Sunil, Meter Reader - Cum Cashier cannot be patronized in anyway wherefrom it is already committed by Mr. Uday, Line Man before the Assistant Engineer that they have committed mistakes due to which the Kirloskar residential water pump of the Petitioner damaged and also Electric Meter seems to be totally burnt due to which there were every chances of fire accident in the residential building of the Petitioner even though this type of misguided surreptitious vigilantism on the part of Mr. Sunil, Meter Reader Cum - Cashier is really deplorable.

Pertinently, the petitioner has requested to Mr. Sunil, Meter Reader - Cum - cashier to provide that blank paper whilst the Petitioner had severe toothache so that before putting signature legal opinion could be taken from the Learned Counsel of the Petitioner has indubitably caused harassment, mental trauma and defame the Petitioner who belongs to Other Backward Class per contra not provided the copy of that, nevertheless the petitioner shall apply ipso jure before the Public Information Officer to provide the certified copy of that blank paper under the 'Right to Information Act, 2005'. The petitioner shall ever pray."

The Complainant has submitted photocopies of bill No.220 dated 08.05.2025 of S K S Electrical service and, bill No.1369 dated 09.05.2025 of Saju Traders Junglighat by speed post, 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 submitted his comment on complaint by letter No. EL/AE/SD-II/1-29/2025/26/92 dated 21/05/2025 stating that:

"1. It is a fact that a complaint dated 09.05.2025 against Consumer No. F/3150 submitted by Mr. Kamal Kumar was received at the site office. In the Complaint, Mr. Kamal Kumar has submitted that Mr Sunil Kumar had entered his house ad libitum.

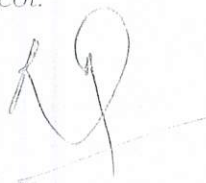
2. The fact is that the Meter Reader Mr. Sunil Kumar visited the premises, not house, to assess the problem of one Mr. Akshay Kumar Sharma who had complained on 07.05.2025 regarding meter burnt and neutral fail from pole.

Further it is submitted that the electric connection of Mr. Kamal Kumar and Mr. Akshay Kumar Sharma is from Common Service line from the electric pole.

3. There was no intention to harass or check the meter or any problem of Mr. Kamal Kumar, but due to the fact that the main service line and electric energy meter was completely burnt.

i) It happen because the unauthorizedly load was increased from 1 KVA to 17 KVA by Mr. Kamal Kumar, which resulted burning of the meter of both the consumers, Mr. Kamal Kumar and Mr. Akshay Kumar Sharma.

ii) It is the duty of the staff to check the connection and connected load following such incidence, which is a standard protocol.



iii) Since the connection was from the common service line, the visit to assess the load was a part of departmental procedure, and not with any personal motive.

4. The reply submitted by the Junior Engineer after thorough perusal and factual steps taken by the department to redress the problem of the situation is submitted for kind information of the Hon'ble Forum. The statement of Mr. Sunil Kumar Barnwal, MRLCC is also attached and enclosed herewith for reference please.

5. The reply of the Junior Engineer also projects, elaborated information, which may be perused.

6. That sir, I, most respectfully State that though the extract of Consumer profile, monthly unit consumption, connected load along with meter reading book from 01/2023 to till date and the consumer is provided to static meter only has no relevance with the case, but, following the direction of the Hon'ble Forum, it is placed before the Forum.

I do hereby solemnly affirm that the above statement is true to the best of my knowledge."

The Respondent has submitted photocopies of letter received from JE(P/Nagar), Meter Reading record and monthly consumer ledger copy which is kept in the case file **(Exbt.-3)**.

Respondent's Statement

From an alternative view, the respondent insisted that their primary concern was public safety, and any inspection or action taken by Mr. Sunil Kumar was purely procedural. They held that Mr. Kamal Kumar's failure to declare the increased load jeopardized the safety of not just his residence but also the neighboring consumer.

They acknowledged the delay in repairs on 7th and 8 th May, citing rain and staff limitations but denied any deliberate inaction. The department emphasized that the complainant had a pattern of non-compliance, including unauthorized load usage and absence during critical inspections, which hampered resolution efforts.

They also questioned the timing and motive behind the allegations of harassment, suggesting that it might be an attempt to deflect attention from Mr. Kumar's violations.

Forum's Observation

The Forum noticed that the complainant didn't attend the hearing and the party was contacted by the secretary CGRF, there was no response from the complainant, thus the case was taken up exparte. The Forum observes that the case concerns an electricity-related dispute between the Complainant, and the respondent. Its regarding an alleged negligence and equipment damage together with harassment by departmental staff. The sequence of events started on 07/05/2025, at about 8 pm when the complainant heard a



loud noise and discovered that the electric meter installed at his residence had apparently burst and caught fire.

The Forum further observes that the supply was resumed on the same day by temporary arrangement by the field staff and the respondent confirms that the meter burning was due to the enhancement of connected load above the sanctioned load without any intimation to the department. Hence the respondent-initiated the process to assess the present connected load of the consumer and to recommends a suitable supply condition to the complainant, but the complainant not cooperating with the respondent. Hence the Forum directs to the respondent to give proper notice to the complainant for assessing the present connected load and if the connected load exceeds 5 KW, the consumer may be asked to take 3 phase connection as per regulations.

The Forum also noticed that the respondent issued vide circular to update the connected load of the consumers by self-disclosure published in the newspapers on 7th May 2024 and other medias without any proper timeline has been creating confusion to the consumers and the process was not fully materialized due to lack of awareness to the public. The revenue loss in terms of fixed charges collection is calculated mainly based on the connected load of the premises and the revenue loss due to non updation of connected load may be found out by conducting proper auditing and the same may be recovered accordingly. A special team may be formed at circle level to update the connected load of the consumers by field survey with a definite time to complete the work which ensures accurate billing and energy consumption tracking. It also helps to prevent electrical overloads, reducing the risk of fires or other safety hazards and compliance of electrical regulations and standards. It also enables the department to plan and allocate resources effectively to meet the growing power demands.

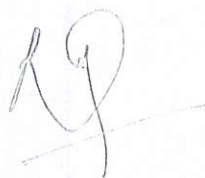
If any complaint on individual staff may be taken up with appropriate authority.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 06/2025 is hereby closed with specific direction to the Respondent.
2. The Forum directs the respondent to update the connected load of the complainant after giving proper notice. If that connected load exceeds 5 KW the complainant may be asked to take Three phase connection.
3. The Forum directs the respondent to update the connected load of all the consumers with definite time by forming a special team at circle level by conducting field survey.
4. The Forum directs the respondent to conduct proper auditing regarding revenue loss due to non updation of connected load and the revenue loss to be recovered accordingly.



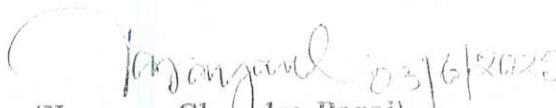
5. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
6. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations 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, 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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