

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:

Smti. T. Asiya Jasmeen, R/o Calicut, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 24-2024 dated 11/09/2024.
Complaint : Excess Billing bearing Consumer No. J/6410 (Domestic)
Date of Hearing : 27/09/2024
Date of Order : 07/10/2024

ORDER

Background

The complainant Smti. T. Asiya Jasmeen, R/o Calicut, Sri Vijaya Puram, South Andaman filed a complaint vide R.D. No. 755 dated 11/09/2024 regarding excess billing bearing Consumer No. J/6410 (Domestic).

The complaint was forwarded on 11/09/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(HQ), Assistant Engineer-III(HQ), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 27/09/2024 at 11:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Sri Vijayapuram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 27/09/2024 at 11.30 a.m.

The Respondent on behalf of Licensee (ED) i.e., Assistant Engineer-III(HQ), Electricity Department filed his letter No. EL/AE/PP/1-12/23-24/1169 dated 25/09/2024 forwarded through AE(W/Shop), which was received by the Forum on 26/09/2024, which is kept in case file (**Exbt. -1**).



Hearing on 27/09/2024

The Hearing was held on 27/09/2024 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. E.P. Shanavaz, AE(III), Elect. Dept.
- (ii) Shri. M. Venkateshwar Rao, LMMR, Elect. Dept.
- (iii) Shri. P.M. Arjuna Rao, Elect. Dept

Statement of the Complainant

Complainant Smti. T. Asiya Jasmeen stated in her complaint letter dated 11/09/2024 that "I am writing to bring to your attention an issue with my recent electricity bill, Consumer ID: J/6410, for the month of [July -2024]. Upon reviewing the bill, I have noticed an unexpectedly high amount that does not correspond to my usual consumption pattern.

The bill amount of 9077/- and 8440/- for the month of June-2024 and July-2024 respectively seems excessively high in past few months compared to previous two months, despite no significant increase in electricity usage. I have attached copies of previous bills for reference, which show a consistent pattern of consumption and charges.

I kindly request you to investigate this matter and verify if there has been any discrepancy in the meter reading or any technical error in calculating the charges. If required, I am willing to cooperate with any inspection or Verification process necessary to resolve this issue. I would appreciate it if this matter could be addressed at the earliest to avoid any further inconvenience. Kindly provide me with an explanation for the excess amount and inform me about the necessary steps to rectify the issue.

Thank you for your prompt attention to this matter. I look forward to your resolution. This is for your kind information and necessary action please."

The complainant submitted e-bill copy for the month of June and July 2024, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer- III(HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission vide letter No. EL/AE/PP/1-12/23-24/1169 dated 25/09/2024 has stated that: -

1. "The complainant consumer is having single phase smart meter under A/C No. J/6410 for domestic purpose.
2. At the time of providing electric connection connected load sanctioned is 4 KVA whereas the present connected load found in consumer's premises is 10 KVA. The details of point shown in a sheet is enclosed.



3. As per the direction of the Forum the extract of consumer profile of smart meter received from EESL is enclosed.
 4. Month wise consumption details as per reading book from 07/2022 to till date is enclosed.
 5. On checking Neutral line and earthing found satisfactory.
- This is for your kind information and further necessary action."*

The Respondent/Licensee (ED) has submitted monthly consumption data, meter reading copies, present connected load, which is kept in the case file (Exbt. -3).

Submission of the Complainant

The complainant was absent on the day of hearing and it's an ex-parte hearing.

Submission of the Respondent (Licensee)

The Respondent(ED) submitted a formal reply to the complaint regarding Consumer ID J/6410. It was noted that the complainant's premises was equipped with a single-phase smart meter intended for domestic use, with an original sanctioned load of 4 kVA. However, during a recent inspection, the connected load was found to have increased to 10 kVA. This information was documented, and a detailed load report was provided. Additionally, consumption records from 2022 to the present were enclosed, confirming that the meter readings were accurate. The respondent stated in the hearing that to check the accuracy of the meter the department connected a parallel meter and found that both the meters were reading similar. And on inspection of the neutral line and earthing system revealed no faults. The respondent's findings were submitted for the Forum's review and further action.

Forum's Observation

The Forum observed that the excess bills for the month of June and July 2024 was due to hike in tariff and the same was convinced by the field staff to the consumer and the consumer is satisfied. The respondent submitted a report that the present connected load of the consumer is 10 KVA which is above the limit of single-phase connection. Thus, the Forum directs the respondent to convert single phase to three phase connection after collecting the necessary Security Deposit based in the increased connected load from 4 KVA to 10 KVA.

No Further Discrepancy Found: Since the meter was checked and found satisfactory, with no errors in readings or technical issues, the Forum advises that the complainant be informed that the bill reflects actual consumption.



Hence,

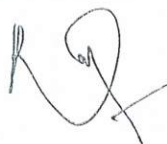
It is Ordered:

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 Complaint No. ANI/CG No. 24/2024 is hereby closed without any merits with specific direction to the Respondent/Licensee (ED).
2. The Respondent/Licensee (ED) is directed to convert the single-phase connection to three phase connection after collecting required security deposit increased load from 4 KVA to 10 KVA and observing all codal formalities mentioned in the Supply Code Regulations 2018.
3. The complainant is suggested to install an Earth Leakage Protective Device (ELPD) to prevent any leakage and protect the electrical equipment.
4. 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). **Further, from Sl. No. 2 & 3 of the above said directions compliance should be provide with supporting documents, if any.**
5. As per JERC Regulation No. 31/2024 under Chapter-III, 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.
6. 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.

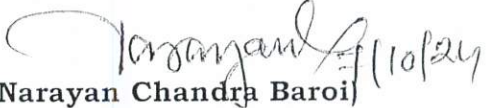
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot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

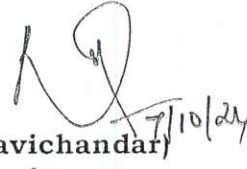
[Annexure - IV Appeal Form can be collected from the office of the Form any of the working days].



A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-III(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)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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