

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. Mohammed Hussain, R/o Ograbraj, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

The Electricity Department, A & N Administration, Port Blair.

.....Respondent

Complaint No. : ANI/CGRF/346/24-25/23 dated 11/09/2024
Complaint : Excess Billing bearing Consumer No. T1/790 (Domestic)
Date of Hearing : 27/09/2024
Date of Order : 08/10/2024

ORDER

Background

The complainant Shri. Mohammed Hussain, R/o Ograbraj, Sri Vijaya Puram, South Andaman filed a complaint vide R.D. No. 753 dated 11/09/2024 regarding excess billing bearing Consumer No. T1/790 (Domestic).

The complaint was forwarded on 11/09/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(SAD), Assistant Engineer-IV(Chouldhari), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 27/09/2024 at 10:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Shri 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 27/09/2024 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer-IV(Chouldhari), Electricity Department filed his letter No. EL/AE/CD/3-21/24-25/375 dated 26/09/2024, 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 10:30 a.m. The following were present: -

- (i) Shri. Rahul Rai, JE(O/Branj), Elect. Dept.
- (ii) Ms. Shylaji P.S, MRLCC, Elect. Dept

Statement of the Complainant

Complainant Shri. Mohammed Hussain stated in his complaint letter dated 11/09/2024 that *"We're not satisfied with the bill amount of this month it increases almost 50% (400 to 600) and we complain to the site office about our meter got some problem still they didn't change the meter and the man who checked the meter Reading didn't come to our house this is too bad resolve this ASAP."*

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- IV(Chouldhari), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission vide letter No. EL/AE/CD/3-21/24-25/375 dated 26/09/2024 has stated that *"kindly find enclosed herewith the report submitted by JE Ograbraj submitted at your end for further necessary action please."*

The Respondent/Licensee (ED) has submitted copies of Consumer ledger, Unit consumption and meter testing report, which is kept in the case file **(Exbt. -3)**.

Submission of the Complainant

The complainant has not attended the hearing hence the case is heard ex-parte.

Submission of the Respondent (Licensee)

The Respondent noted that the complainant was not present during the hearing. According to the respondent, the complainant's meter had stopped working properly in December 2023, which had resulted in billing being calculated on an average basis as per the regulations. They also deposed that the check meter reading was more than that of existing meter. Despite confirming the malfunction during a site visit on 24th September, the respondent explained that they were unable to replace the meter immediately due to shortage of meter.



Forum's Observation

The Forum observed that the meter accuracy test report submitted by the department shows that the check meter reading is more than that of existing meter, hence Forum directs the respondent to replace the meter immediately as per the supply code regulation. Thus, on inspection by the Forum, found that meter is in faulty condition and the consumption pattern of the complainant seems to be in order.

The Forum directs the respondent to replace the faulty meter as per the JERC Supply Code Regulation and within the stipulated time to avoid further litigations.

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: -

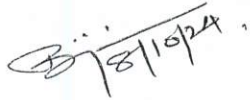
1. The Case No. 346 is hereby closed without any merits.
2. The complainant is suggested to install an ELPD to prevent any leakage and protect the electrical equipment.
3. The Respondent is directed to immediately replace the existing faulty meter with a new meter of appropriate current rating capacity.
4. The complainant is directed to pay all pending bills if any without further delay.
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. 26/2019 under Clause 27(1). **Further, from Sl. No. 2, 3, 4 & 5 of the above said directions compliance should be provide with supporting documents, if any.**
6. As per JERC Regulation No. 31/2024, 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.



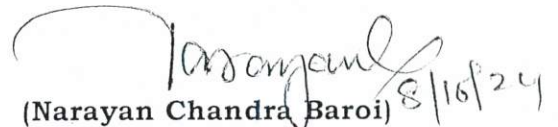
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot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

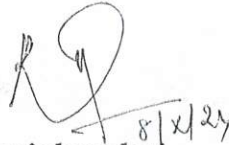
A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer-IV(HQ), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).



(Biji Thomas)
Independent Member
Electricity CGRF



(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF



(R. Ravichandar)
Chairman
Electricity CGRF

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