

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:

Shri. M.K. Hassan, R/o Wimberlygunj, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 21/2025 dated 28/07/2025.
Complaint : Excess Billing (Domestic)
Date of Hearing : 09/09/2025
Date of Order : 03/10/2025



ORDER

Background

The complainant Shri. M.K. Hassan, R/o Wimberlygunj, South Andaman, filed a complaint vide R.D. No. 1282 dated 25/07/2025 regarding Excess Billing (Domestic).

The complaint was registered as ANI/C.G. No. 21/2025 and forwarded on 28/07/2025 vide letter No. ANI/CGRF/10-408/821 to the Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer(F/Gunj), Electricity Department hereinafter Respondent for submitting reply/comments and attending the Hearing fixed on 09/09/2025 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 09/09/2025 at 10.30 a.m.

The Respondent, vide his letter No. EL/AE/FG/3-20/2025-26/882 dated 04/09/2025 with enclosures submitted reply / comments on behalf of the Respondent, which was received by the Forum vide R.D No. 1339 dated 04/09/2025 respectively (the letter is kept in case file) (**Exbt. -1**).

Hearing on 09/09/2025

The Hearing was held on 09/09/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. M.K. Naseef, Auth. Complainant.
- (ii) Shri. Abdul Gafoor, Asst. Complainant
- (iii) Shri. M. R. Sharma, AE(W/Shop), Elect. Dept.
- (iv) Shri. Rajesh Singh, AE(F/Gunj), Elect. Dept.
- (v) Shri. Mohammed Rafi, JE, Elect. Dept.

Statement of the Complainant

The complainant Shri. M.K. Hassan, R/o Wimberlygunj, South Andaman stated in his complaint letter dated 25.07.2025 that *"Respected Sir, I am writing to lodge a formal complaint regarding repeated and unjustified overbilling on my electricity account, which has resulted in financial loss and mental distress. My previous complaint registered on portal ticket no. 25005459 dated 12.07.2025 copy enclosed.*

Details of the discrepancies are as follows:

- 1. For May 2025, the electricity bill shows a meter reading of 18,514 units as on 30th May, while the actual meter reading recorded on 1st June 2025 was 18,461 units, reflecting an overcharge of 53 units.*
- 2. For June 2025, the bill reflects 18,905 units as on 30th June, but the actual reading on 2nd July 2025 was 18,831 units, showing an overcharge of 74 units.*

Despite the use of smart metering technology, such recurring errors are unacceptable and indicate either a fault in the meter or a failure in the billing system. I have attached photographic evidence of the meter readings as well as copies of the corresponding electricity bills for your reference.

As these discrepancies have been repeatedly occurring, I strongly urge that my smart meter be replaced immediately to prevent further inaccuracies and inconvenience.

I respectfully request the following:

- Immediate correction of the electricity bills for May and June 2025*
- Refund or adjustment for the excess units billed*
- Replacement of the existing smart meter*

I hereby authorise Shri M.K. Naseef to attend the hearing and all correspondence till dispose the case, Aadhar is enclosed.

I trust the forum will take necessary action to ensure this matter is addressed promptly and fairly. Thank you for your attention."

The complainant enclosed photocopies of smart meter (Q/2073), e-bills, online complaint (Ticket no. 25005459 dated 12.07.2025) and Aadhar card (of Auth. Complainant) as ID proof, which is kept in the case file **(Exbt. -2)**.



Reply of the Respondent

The Assistant Engineer(F/Gunj) submitted para-wise comments on behalf of the Respondent vide letter No. EL/AE/FG/3-20/2025-26/882 dated 04/09/2025 stated that: -

"With reference to above referred letter, please find enclosed herewith the below mentioned documents/ reports received from EESL for favor of kind information and further action please.

1. Monthly unit consumption report (Jan 2024 to June 2025) – Annexure 'A'.
2. Monthly connected load report (peak demand data from Jan 2024 to June 2025) - Annexure 'B'
3. Earthing & Neutral report - 'Not received from EESL.'
4. Meter Testing Report - Annexure 'C'.
5. Consumer Profile - Annexure 'D'.
6. Present Connected load- Annexure 'E'.

This is for favor of kind information please."

The Respondent enclosed photocopies of monthly unit consumption report, peak demand data report, Meter Testing report, Consumer profile and present connected load and meter readings, which is kept in the case file.

Submission of the Complainant

The complainant reiterated that despite the presence of a smart meter, he has been consistently subjected to overbilling. He highlighted that the difference in billed readings and actual readings for May and June 2025 shows a systemic flaw in the billing process. He argued that the burden of such recurring errors has unfairly fallen upon him, causing undue financial strain and anxiety.

He further mentioned that his earlier complaint lodged on 12.07.2025 under ticket no. 25005459 was not effectively addressed, forcing him to approach the forum. He pointed out that smart meters are meant to ensure accuracy and transparency in billing, but in his case, they have instead created uncertainty and mistrust. He again sought corrective billing, adjustment of excess charges, and replacement of the smart meter to avoid further inconvenience.

Submission of the Respondent

The respondent, representing the electricity department, submitted that they have taken cognizance of the complaint and sought clarifications from EESL, the agency responsible for smart meter implementation. They provided monthly consumption reports, connected load data, and meter testing results.

According to the testing report, the meter was functioning properly, and hence, the possibility of meter malfunction does not arise.

They contended that the bills were system-generated and not manually altered. The respondent admitted that the Earthing & Neutral report was pending from EESL and could not be produced before the forum. They assured that the matter will be looked into further but maintained that the billing process generally adheres to the prescribed standards. They requested the Forum to consider the technical reports as evidence of correct functioning of the metering system. As per the directive of the Forum during the hearing on 09/09/2025 the actual billing data captured by the EESL from the smart meter vide GP No. 7357446 in respect of complainant's consumer Account No. Q/2073 submitted by the AE (F/G) vide letter No. EL/AE/FG/3-20/2025-26/1003 dated 01/10/2025 was received by this Forum vide R.D. No.1381 dated 01/10/2025.

Forum's Observation

The case arises out of discrepancies in electricity billing despite the installation of a smart meter. The complainant, a registered consumer under the respondent, has been receiving inflated electricity bills, which he claims are inconsistent with the actual meter readings recorded at his premises. According to the complainant, the meter readings reflected in the bills for May and June 2025 show a higher consumption than what was physically noted on his smart meter during the same period. This difference of recorded units has not only caused financial burden but also raised serious concerns regarding the accuracy of the smart metering system and adherence to proper billing cycles.

The complainant initially lodged an online complaint under ticket nos. 25005459 and 24000804 on 12/7/2025 and 05/08/2024 respectively was closed without any proper reply. He has now approached the Consumer Forum for seeking relief, including bill correction, refund or adjustment of excess charges, and replacement of the defective smart meter.

The respondent, on the other hand, has relied upon reports received from Energy Efficiency Services Limited (EESL) to establish the correctness of the metering system and billing mechanism. They have produced unit consumption reports, connected load details, and meter testing reports, but could not furnish a report on earthing and neutral. The Forum has heard both parties and examined the documents presented.

The complainant has stated that he has been subjected to repeated instances of overbilling despite the use of a smart meter. He explained that for May 2025, the bill reflected a meter reading of 18,514 units on 30th May,



while the actual meter reading on 1st June 2025 was only 18,461 units, thereby showing an overcharge of 53 units. Similarly, for June 2025, the bill showed 18,905 units as on 30th June, while the actual reading on 2nd July 2025 was 18,831 units, thus showing an excess of 74 units billed.

The complainant emphasized that such discrepancies are not minor clerical mistakes but a recurring issue which undermines the credibility of the smart metering system.

The complainant further argued that these discrepancies have caused financial loss and mental distress, especially since they are recurring and not addressed despite earlier complaints. He prayed for immediate correction of the bills, refund/adjustment for excess units charged, and replacement of the existing smart meter. He also authorized Shri M.K. Naseef to represent him in the proceedings before the Forum.

The respondent submitted a set of documents and reports to support their stand. They produced the monthly unit consumption report (January 2024 to June 2025), monthly connected load report (peak demand data from January 2024 to June 2025), meter testing report, consumer profile, and present connected load details.

The respondent contended that the meter testing report confirmed the accuracy of the smart meter, and hence the possibility of meter malfunction was ruled out. They maintained that the billing process is system-driven, based on data transmitted from the smart meter. The respondent placed reliance on the technical reports annexed, seeking to establish that the billing was proper and within regulatory provisions.

The Forum carefully examined the submissions of both parties, including the photographic evidence produced by the complainant and the technical reports submitted by the respondent. The forum observed that there is a clear mismatch between the actual meter readings physically recorded at the complainant's premises and the readings reflected in the monthly bills for May and June 2025. The differences of 53 and 74 units respectively cannot be ignored, especially when the complainant has provided date-stamped photographs of the meter.

The Forum further noted that as per the JERC approved Tariff Order, the billing cycle for all categories of consumers was monthly billing cycle must strictly follow a 30-day consumption period. As per the directive of this Forum during the hearing on 09/09/2025 to the respondent to submit the billing data captured from the smart meter during the disputed period by EESL. Accordingly, they submitted the report vide letter No. EL/AE/FG/3-20/2025-26/1003 dated on 01/10/2025. On detailed verification of the report the



billing data captured from the complainant's smart meter vide GP No. 7357446 and consumption data provided in the actual bill matching for the month of 01/Jan/2025 00.00 hrs. to 01/May/2025 00.00 hrs. But the data for the month of 01/June/2025 00.00 hrs. to 01/Jul/2025 00.00 hrs. was missing in the report and the same period was disputed by the complainant also. The Forum also noticed again that the consumption data provided in the actual bill for the month of Aug 2025 was not matched with the captured data. Hence the Forum directs the respondent to revise the bills from May 2025 to August 2025 based on the actual readings available in the smart meter and if any excess amount collected may be adjusted in the future bill.

On examining the meter testing report, the forum observed that the meter was functioning correctly, which indicates that the problem lies not in the hardware of the smart meter but possibly in the billing software/system or in failure to maintain exact billing cycles.

The Forum also observed that the connected load of the consumer is more than 5 KVA, which mandates conversion of the single-phase connection into a three-phase connection as per the Electricity Supply Code Regulations 2018.

Additionally, for the safety of the complainant, the forum advised to the complainant for installation of an Earth Leakage Protective Device (ELPD) in the wiring which would protect against possible earth leakage currents and enhance the safety of equipment.

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 Case is closed with specific directions to the Respondent and the Complainant.
2. The Forum directs the Respondent to revise the bills from May 2025 to August 2025 based on the actual readings available in the smart meter and if any excess amount collected may be adjusted in the future bill.
3. The Forum directs the Respondent to ensure that in future bills the billing cycle for all categories of consumers was monthly billing cycle must strictly follow a 30-day consumption period as mandated under the approved tariff order issued by the commission. The Respondent shall issue a proper communication to the EESL to strictly follow the same.

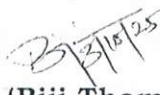


4. The Forum directs the Respondent to initiate step to upgrade the complainant's connection from single-phase to three-phase, as the connected load of the complainant is more than 5 KVA, in compliance with Electricity Supply Code Regulations 2018.
5. The Complainant is advised to install an ELPD (Earth Leakage Protective Device) in his wiring which would protect against possible earth leakage currents and enhance the safety of equipment at his premises for enhanced electrical safety.
6. 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.
7. 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.
8. 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.

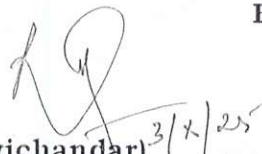
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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