

ELECTRICITY CGRE
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
SRI VIJAYA PURAM

Before:

Shri. Amarjeet Singh Saini, Chairman.
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Jaya Kumar R/o Bambooflat Village, Near Medical Pahad, Opp. S. Ganga Rao Store, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 21/2026 dated 31/07/2026.
Complaint : Excess Billing bearing Consumer No. R/695 (Domestic)
Date of Hearing : 15/09/2026
Date of Order : 06/10/2026

ORDER



Background

The complainant, Shri Jaya Kumar, S/o V. Dharma Rao, R/o Bambooflat, South Andaman, filed a complaint vide R.D. No. 150 dated 31/07/2026 regarding excess billing in respect of Consumer No. R/695 (Domestic).

The complaint was registered as ANI/C.G. No. 21/2026. However, the Forum could not proceed with the matter due to the non-appointment of the Chairperson and Member (Distribution Licensee), resulting in the prescribed quorum not being available. Accordingly, the grievance remained pending for want of the requisite quorum.

In the meantime, the complainant approached the Hon'ble Electricity Ombudsman through an email dated 10/08/2026 seeking redressal of his grievance. A copy of the said email was also received by the Forum on 10/08/2026, which is kept in the case file as **Exbt.-1**.

Subsequently, the Forum received an email dated 31/08/2026 from the Hon'ble Electricity Ombudsman, stating that, "We received this case by post on 28/08/2026. Kindly deal with this case accordingly". The said email has been placed in the case file as **Exbt.-2**.

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Pursuant to the aforesaid direction of the Hon'ble Electricity Ombudsman, the Forum decided to take up the grievance for consideration and hearing. Accordingly, vide letter No. ANI/CGRF/10-463/108 dated 25/08/2026, the grievance was forwarded to the Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer-V, Electricity Department, with a request to attend the hearing fixed for 15/09/2026 at 11:30 a.m. at the Electricity CGRF Building, Horticulture Road, Haddo, Sri Vijaya Puram. A copy of the said letter was also endorsed to the complainant for attending the hearing on the aforesaid date, time and venue. The said letter is placed in the case file as **Exbt.-3**.

The AE (F/Gunj), Electricity Department vide his letter No. EL/AE/FG/3-20/2026-27/438 dated 09/09/2026, submitted the reply/para-wise comments on behalf of the Respondent, along with supporting enclosures, which was received by the Forum vide R.D. No. 170 dated 10/09/2026, which is kept in the case file as **Exbt.-4**.

Hearing on 15/09/2026

The Hearing was held on 15/09/2026 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. Jaya Kumar, Complainant.
- (ii) Shri. B. Meghanadhan, Assist. Complainant.
- (iii) Shri. J. Jaya Kumar, AE(W/Shop), NO(CGRF), Elect. Dept.
- (iv) Shri. Mohammed Rafi, JE (B/flat), Elect. Dept.
- (v) Shri. P. Suryanarayana, LMMR, Elect. Dept.

Statement of the Complainant

The complainant stated in his letter dated 31/07/2026 that "I had already submitted a complaint regarding this issue earlier. Following my complaint, your office conducted an inspection into (R/695 consumer name V. Dharama Rao) and provided an inspection/report, which has enclosed within it however, despite the inspection and submission of the report, there has been no improvement or correction in the electricity bill. The billing amount continues to remain excessively high, indicating that the issue has not been resolved. This clearly indicates that:

"It is a follow-up complaint.

"An inspection has already been conducted.

"The issue remains unresolved.

"You are requesting immediate corrective action.

This issue has caused continued financial hardship and inconvenience to my family. Kindly make it solved in favour of the consumer regarding excessive Bill and look out 1 year revision bills into it...

I trust that your CGRF office only will give this matter the attention it deserves and resolve the issue without any further delay. I look forward to a fair and satisfactory resolution at the earliest."

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The complainant enclosed photocopies of his representation submitted to the AE Ferrargunj dated 30.05.2026, JE's letter dated 16/06/2026, Meter testing report, Aadhaar Card as ID proof, which is kept in the case file.

Reply of the Respondent

The AE-V stated his reply on behalf of the respondent vide letter No. EL/AE/FG/3-20/2026-27/438 dated 09/09/2026 that: -

1. As per the direction, the M/s EESL the authorized agency for fetching data in case of smart meter installed at consumer premises vide consumer No. R/695, under Bambooflat site office was requested to provide the details pertaining to above said consumer, from January 2021 to August 2026 i.e., the monthly unit consumption, connected load, earthing and neutral details, meter testing report etc.
2. In response the M/s EESL has submitted the monthly unit consumption report since January 2021 to August 2026 [Copy enclosed] - Annexure-I.
3. The consumer is Domestic consumer with sanctioned load of 01 KVA.
4. From the M/s EESL unit consumption report, it is found that the consumer was continuously using power supply in double storied building having single phase meter installed at ground floor but the site office has committed mistake in billing by giving Zero unit bill to the consumer since July 2022 to June 2023 and also prior to that making under unit billing (Unit report prepared is enclosed Annexure-II) whereas the consumer was using the power supply and the Unit consumed had been recorded in the meter.
5. The site office was not receiving the billing reading unit which got accumulated from SOVTECH pertaining to consumer No. R/695 due to which it was presumed by the then MRLCC that the consumption was Nil (Meter Reading sheet enclosed) so billed either zero unit or under unit till April 2024 - Annexure-III.
6. In verification sheet the consumer No. R/695 do not appear anywhere Annexure-IV.
7. So on manual verification by the site office in the month of November 2024, it was found that huge reading got accumulated in the meter.
8. Then the site office started the billing of accumulated reading.
9. On the complaint of excess billing vide Lr. No. nil dated 30.05.2026 the meter of the consumer was tested by the site office, by installing a check meter and observed reading for 03 days. On testing of meter, it was found that the meter is functioning ok. (Annexure-V).
10. The connection was provided to the consumer for ground floor, but the consumer has unauthorisedly added the load of first floor, and violated the sanctioned load terms by increasing the load from 01 KVA to 4 KVA.
11. It is fact that the site office has committed mistake in issuing actual consumption in monthly bill, but the 'consumer is also equally responsible by not bringing to the notice of site office about his false billing i.e. zero bill and under unit billing, which caused accumulation to the reading.
12. From the calculation sheet it is clear that the site office has not charged any excess unit to the consumers, it was the unit consumed by the consumer only which has been billed now. More over still, there is 132 Kwh unit less billing on part of Department.

156
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So the complaint raised by the consumer is not tenable as, when he was getting zero or very less bill he was quiet and after noticing the accumulation, when the consumed unit was billed to him, cannot be treated as excess billing, as the unit consumed by him is Govt. money.

In the light of above, it is prayed to dismiss the case please. This is for favour of kind information please."

The Respondent enclosed photocopies of EESL Data, Monthly Consumption Data, Unit Consumption Chart, Meter Reading Record, Consumer ledger, Meter Testing Report dated 16.06.2026, Connected Load Details, Meter and House photos, which is kept in the case file.

Submission of the Complainant During Hearing

The complainant submitted that the smart meter installed at his premises was tested by the Electricity Department in his presence and found functioning satisfactorily, with recorded consumption of approximately 6-7 units per day (180-210 units per month). He further submitted that the billing records from 07/2022 to 07/2026 reflected zero/very low consumption during 07/2022 to 01/2024, and that the accumulated consumption was subsequently adjusted in the bills from 01/2025 to 07/2026, resulting in excessive billing. He therefore requested that the said bills be reviewed and revised on the basis of the actual meter reading data as recorded in the EESL testing report and any excess amount paid be adjusted against future bills.

Submission of the Respondent During Hearing

The AE-V, on behalf of the respondent, submitted that the reply/para-wise comments vide letter No. EL/AE/FG/3-20/2026-27/438 dated 09/09/2026 may be treated as part of his submission. He stated that, as per the data furnished by M/s EESL, the consumption recorded in the smart meter of Consumer No. R/695 from January 2021 to August 2026 was not in accordance with the billing raised by the site office. He further submitted that the consumer had a domestic connection with a sanctioned load of 1 KVA in a double-storied building, while a single-phase meter was installed at the ground floor, and accordingly the connected load was increased from 1 KVA to 4 KVA. Due to non-receipt of meter-reading data, zero/low-unit bills were inadvertently issued from July 2022 onwards, although the meter continued to record consumption, which the respondent acknowledged as a mistake on the part of the site office.

He submitted that substantial accumulated reading was noticed during manual verification in November 2024, following which the accumulated consumption was progressively billed. The meter was subsequently tested on 16/06/2026 through a check meter and found functioning satisfactorily. He contended that the units subsequently billed represented actual consumption recorded by the meter and were not fictitious or excess, and that approximately 132 KWh still remained unbilled. He therefore requested dismissal of the complaint.

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16/11/26

Forum's Observation

The present complaint pertains to abnormal billing in respect of **Consumer No. R/695 (Domestic)**. The Complainant submitted that during the period from **07/2022 to 06/2023**, bills were issued showing **zero consumption**, while during **07/2023 to 11/2023 and 01/2024**, only **single-digit consumption** was reflected in the bills, despite consumption being recorded in the smart meter. He further submitted that the accumulated consumption was subsequently reflected in the bills during **01/2025 to 07/2026**, resulting in abnormally high monthly bills. Accordingly, the Complainant requested revision of the bills on the basis of the actual consumption recorded in the smart-meter data.

The Forum has carefully considered the complaint, the written reply submitted by the Respondent, the submissions made during the hearing and the documents placed on record, particularly the **EESL monthly consumption data, unit consumption chart, meter-reading record, consumer ledger, meter-testing report and connected-load details**.

The Forum observes that the **Respondent itself has admitted** that the billing of Consumer No. R/695 was not carried out correctly during the relevant period. The Respondent has specifically stated that the site office committed a mistake by issuing zero-unit bills from July 2022 to June 2023 and under-unit bills, despite the meter recording consumption. The Respondent has further stated that the accumulated reading was subsequently noticed and billing of the accumulated reading was commenced.

The Forum scrutiny of the consumer ledger and EESL smart-meter consumption data submitted by the Respondent, the Forum observes that the bills were raised in accordance with the recorded consumption up to 05/2022, thereafter the billing did not correspond with the consumption recorded in the smart-meter system. Zero consumption was reflected for the period from 07/2022 to 06/2023, followed by single-digit consumption during 07/2023 to 11/2023 and 01/2024, despite the availability of smart-meter consumption data.

The Forum further observes that the aforesaid pattern clearly indicates that the actual consumption recorded in the smart-meter system was not being duly incorporated and reconciled in the regular billing process. Consequently, the consumption accumulated over the intervening period was subsequently reflected in the bills raised during 01/2025 to 07/2026, thereby giving rise to abnormally high bills. The Respondent has also stated in its reply that 132 units of consumption remain unbilled.

The Forum observes that **Clause 6.25 of the JERC (Electricity Supply Code) Regulations, 2018** provides:

"The status of the meter and/or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available

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on the Licensee's website as well in each bill to be raised by the Licensee."

Further, **Clause 6.26** provides that where the meter is inaccessible on two consecutive meter-reading dates, the Licensee is required to issue notice to the consumer to keep the meter accessible for reading. Thus, the prescribed procedure places responsibility upon the Licensee to ensure proper meter-reading and billing and, where the meter cannot be read, to follow the prescribed procedure.

The Forum further observes that **Clause 7.11** provides that where the Licensee is unable to read the meter, provisional billing may be resorted to subject to the prescribed conditions and limitations, and specifically provides that:

"The provisional bills shall be adjusted on the basis of the subsequent actual meter reading."

The said provision makes it clear that billing is ultimately required to be reconciled with the **actual meter reading** and does not contemplate allowing consumption to remain unaccounted for a prolonged period and thereafter recovering the accumulated consumption through subsequent abnormal bills.

The Forum further observes that **Clause 6.19** of the aforesaid Regulations 2018, requires the Licensee to monitor the consumption pattern of the consumer and to get the meter checked wherever considered necessary to ensure that the meter is in proper working condition. In the present case, the Respondent admittedly had the smart-meter consumption data available through the EESL system, yet the same was not duly reflected in the corresponding bills. The **Clause 6.19 of the JERC Electricity Supply Code, 2018** read as:

"The Licensee shall monitor the consumption pattern of the consumer and get the meter checked wherever considered necessary to ensure that the meter is in proper working condition."

The Forum also takes note of the **Master Agreement dated 16.12.2019** executed between the Electricity Department and EESL. Under **Schedule II, Sl. No. 1.1**, the Meter Data Management System (MDMS) is contemplated to collect data from the Head End System, validate and process such data and integrate it with applications including the **Billing Software/System**. Therefore, where actual consumption data was available in the EESL system, the same ought to have been duly processed and incorporated into the billing system.

The Forum further observes that under **Schedule VI, Clause (r)** of the Master Agreement, EESL is required to assist the DISCOM in consumer complaints relating to smart metering, whereas the administrative and legal aspects, including **billing discrepancies and revenue realisation**, remain the responsibility of the DISCOM/Licensee. Therefore, the Respondent cannot shift

456
16/12/26

the responsibility for the billing discrepancy upon the Complainant merely because the consumption data was generated or processed through the smart-meter/EESL system.

In the present case, the Respondent itself has admitted in its reply/para-wise comments that, despite the smart meter recording consumption, zero-unit bills were issued from July 2022 to June 2023, followed by zero/single-digit consumption in the subsequent bills, while the accumulated consumption was reflected only thereafter. Thus, the failure to record, process and reconcile the actual meter-recorded consumption in the regular billing cycle was attributable to the billing/data-processing mechanism of the Respondent and cannot be permitted to operate to the detriment of the Complainant.

The Forum further observes that the Respondent's contention that the Complainant ought to have reported the zero or low bills does not absolve the Respondent of its responsibility to ensure correct billing. The consumer is required to pay for the electricity actually consumed **as per JERC (Electricity Supply code) Regulation 2018**; however, the consumer cannot be made to bear the consequences of an internal failure in meter-data processing, meter-reading reconciliation or billing attributable to the Licensee.

As per **G.S.R. 437 (E) dated 14.06.2023 amended the Rule of Electricity (Rights of Consumers) Rules, 2020 in Rule 5, Sub - Rule (5)** read as "(5) All types of smart meters shall be read remotely at least once in a day and the other pre-payment meters shall be read by an **authorised representative of the distribution licensee at least once in every three months and the data regarding energy consumption shall be made available to the consumer**, through website or mobile application or Short Message Service and the like, provided that the consumers having smart pre-payment meters shall also be given the data access for checking their consumption and balance amount atleast on daily basis", which has to be implemented immediately by the respondent while complaints are being filed in very high volume against smart meters readings.

The Forum noted that the consumer premises was initially sanctioned a connected load of **one (1) kVA**, and that the complainant has subsequently enhanced his connected load. The Respondent shall take appropriate action with regard to the **sanctioned/connected load**, in accordance with **Clause 5.107 to 5.114 of the JERC (Electricity Supply Code) Regulations, 2018**.

The Forum also notes that the smart meter was tested with a check meter for three consecutive days **in the presence of the Complainant**, and the meter was found functioning satisfactorily, **which was signed by the Complainant**. Therefore, no defect in the functioning of the meter is established from the material placed on record. However, the satisfactory functioning of the meter does not resolve the separate issue of **failure to incorporate the recorded consumption into the corresponding electricity bills**.

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26

However, if the Complainant still has any doubt regarding the result of such testing, he may avail the remedy provided under **Clause 6.36 of the JERC Electricity Supply Code Regulations, 2018**, which provides as under:

"6.36 The meter may be tested for accuracy at a third-party facility, if so desired by the consumer. The list of third-party agencies, which are accredited by NABL (National Accreditation Board for Testing and Calibration Laboratories) shall be available on the website of the Licensee:

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the cost specified by the Licensee with the approval of the Commission:

Provided further that if the meter is found to be defective / burnt due to technical reasons attributable to the Licensee, viz., voltage fluctuation, transients, etc., the Licensee shall refund the test fee to the consumer by adjustment in the subsequent bill."

Accordingly, the Complainant may, if so desired, opt for **third-party accuracy testing of the meter at a NABL-accredited facility at his own cost**, subject to the aforesaid provisions.

The Forum is, therefore, of the considered view that the present dispute is principally a case of **incorrect/irregular billing and accumulation of recorded consumption**, rather than a case of defective meter functioning. The abnormal bills raised during **01/2025 to 07/2026** are consequential to the failure to properly account for the actual consumption during the earlier billing periods.

The Forum further observes that the lapse has resulted in the Complainant facing the burden of **abnormally high bills for consumption which had accumulated due to the Respondent's failure to raise the bills on the basis of the actual consumption for the corresponding periods**. The Complainant should not be prejudiced or subjected to financial hardship on account of such billing failure attributable to the Respondent.

In view of the above findings, the Forum is of the considered view that the bills of Consumer No. R/695 are required to be **reconstructed and revised for the period from June 2022 to July 2026 strictly on the basis of the actual meter readings/consumption recorded in the EESL data report for the corresponding period**, with proper period-wise reconciliation of the units already billed, the units subsequently billed and the actual consumption recorded.

The Forum further directs that, while undertaking such revision, the Respondent shall not merely adjust the accumulated units against the subsequent bills. A period-wise/month-wise reconciliation shall be prepared showing the actual EESL-recorded consumption, units already billed, units subsequently billed, and the final amount payable or excess amount refundable/adjustable.

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In the instant case, the Forum notes that the complaint has been found to be correct on the basis of the EESL consumption report submitted by the Respondent in respect of Consumer No. R/695. Accordingly, as per Clause 7.26, the Forum directs the Respondent to **revise the bill within 5 working days, without levying any late payment surcharge**, after duly calculating the revised consumption/bill as per EESL data. If any excess amount is found to have been paid by the Complainant, the same shall be **adjusted in future bills**. In case any amount remains payable by the Complainant as per the revised bill, the Complainant shall make such payment **within 15 days from the date of receipt of the revised bill**, as per **Clause 7.26** of the aforesaid Regulations, 2018 read as:-

"If the complaint is found to be correct by the Licensee, a revised bill shall be issued within 5 working days of intimation of the same to the consumer. The consumer shall make the payment within 15 days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge, if the payment is made by the revised due date."

The Forum observes that the actual meter readings of Consumer No. R/695 were not duly incorporated in the regular billing process for a prolonged period, resulting in accumulation of consumption and subsequent billing. The Forum, therefore, considers it necessary to fix responsibility for the lapse. Accordingly, the Respondent shall examine the role of the concerned Meter Reader responsible for meter-reading, billing and data verification and issue a **warning** notice to the concerned official, directing strict compliance with the prescribed meter-reading and billing procedure in future.

The Respondent shall further re-verify the meter-reading and billing records of consumers covered by the concerned Meter Reader to ascertain whether any similar lapse has occurred in the said locality. In case of any discrepancy, the Respondent shall take necessary corrective action, wherever required, on the basis of the actual consumption recorded in the EESL system, in accordance with the Regulations.

The Forum finds that the complaint regarding **excess/abnormal billing is justified to the extent that the bills were not raised in accordance with the actual consumption recorded in the EESL report**, and the same are liable to be revised accordingly. The benefit of such revision shall be extended to the Complainant in accordance with the applicable provisions of the JERC Electricity Supply Code Regulations, 2018.

The Forum further suggests and recommends to the Complainant to consider **installation of a Rooftop Solar Photovoltaic (Solar PV) System** at the premises, subjected to technical feasibility and the applicable provisions of the Regulations. The Forum observes that **Rule 11(1) of the Electricity (Rights of Consumers) Rules, 2020**, as amended in 2024, recognizes the right of a consumer/prosumer to set up a Renewable Energy

57
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generation unit, including a **rooftop solar photovoltaic (PV) system**, either by himself or through a service provider up to **10 kW**.

Accordingly, the Forum **suggests and recommends that the Complainant may explore the installation of a suitable Rooftop Solar PV System for meeting part of the electricity requirement of the premises and reducing dependence on grid supply**, subject to compliance with the applicable technical, metering, interconnection and safety requirements.

Hence,

It is ordered:

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

1. The **Complaint/Case No. ANI/CG No. 21/2026** is hereby closed with specific directions to the Complainant and the Respondent.
2. The Respondent is directed to revise the electricity bills of Consumer No. R/695 for the period from June 2022 to July 2026 strictly on the basis of the actual smart meter readings recorded in the EESL data report.
3. The Respondent is directed to revise the bill within 5 working days, without levying any late payment surcharge, after duly calculating the revised consumption/bill as per **Clause 7.26** of the JERC (Electricity Supply Code) Regulations 2018. If any excess amount is found to have been paid by the Complainant, the same shall be adjusted in future bills. In case any amount remains payable by the Complainant as per the revised bill, the Complainant shall make such payment within 15 days from the date of receipt of the revised bill.
4. The Respondent is directed to issue a warning notice to the concerned Meter Reader for failure to record the actual meter readings of Consumer No. R/695 within the prescribed billing cycle. The Respondent shall also re-verify the meter readings and billing records of all consumers covered under the concerned Meter Reader's beat and, if any case of accumulated billing is found, immediately rectify the same on the basis of actual EESL smart meter readings, in accordance with the applicable provisions of the JERC (Electricity Supply Code) Regulations, 2018.
5. The Respondent is directed to re-inspect the premises of the complainant for present connected load verified and if found difference from the actual connected load 1 KVA, accordingly issue notice for reduce of connected load to the complainant or his security deposit will be revised accordingly in accordance with the applicable provisions of the JERC (Electricity Supply Code) Regulations, 2018.

6. The Forum further suggests and recommends to the Complainant to consider **installation of a Rooftop Solar Photovoltaic (Solar PV) System**, as per **Rule 11(1) of the Electricity (Rights of Consumers) Rules, 2020**, as amended in 2024, recognizes the right of a consumer/prosumer to set up a Renewable Energy generation unit, including a **rooftop solar photovoltaic (PV) system**, either by himself or through a service provider.
7. The Complainant shall be at liberty, if so desired, to get the accuracy of the meter tested at a third-party, NABL-accredited facility in accordance with **Clause 6.36** of the JERC (Electricity Supply Code) Regulations, 2018, at his own cost and subject to the provisions contained therein.
8. The Respondent is directed to issue a **"Circular"** to all authorized officer of Assistant Engineers who deal with consumer, that meter reader should be visited for taking reading once in every 3 months and the data should be provided to the consumer through website/mobile application **as per G.S.R. 437(E) dated 16.04.2023, amended the Rule of Electricity (Rights of Consumers) Rules, 2020 in Rule 5, Sub-Rule (5).**
9. The Respondent is directed to provide awareness in consultation with EESL for viewing daily consumption and other parameters through a mobile app., online website etc. as per norms/clauses of the **'Master Agreement' dated 16.12.2019** immediately.
10. The Respondent is also directed to establish a smart meter testing laboratory or a portable testing device for all site office to avoid litigation against smart meter complaints in future as per norms/clauses of the **'Master Agreement' dated 16.12.2019**.
11. The Respondent is directed to take appropriate steps as per norms/clauses of the **'Master Agreement' on 16.12.2019** to get training through EESL with specific equipment for testing the smart meter, collection of data, etc.
12. **As per Clause 9.1 read with Clause 9.2 of the JERC (Solar PV Grid Interactive System based on Net Metering) Regulations, 2019**, the Forum suggests and recommends that the Complainant may consider installation of a **Rooftop Solar (RTS) PV System** at the premises, subject to technical feasibility and compliance with the applicable provisions of the **JERC (Electricity Supply Code) Regulations, 2018** and the procedure prescribed by the Distribution Licensee for grid connectivity/net metering.
13. The Respondent is directed to submit **compliance report within 15 days** from the date of receipt of this order as per **JERC Regulation No. 31/2024**.

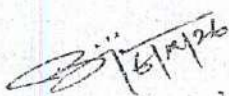
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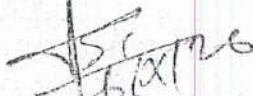
14. Non-compliance with this Order shall be treated as a violation of the Regulations of the Commission, and the Forum shall be at liberty to take such action as may be permissible under the applicable provisions of **JERC Regulation No. 31/2024 and Section 142 of the Electricity Act, 2003.**
15. The Forum further directs that, if the Complainant or the Respondent is aggrieved by this Order or seeks recall/review thereof, such application may be made in accordance with **Clause 28 of the JERC (CGRF & Ombudsman) Regulations, 2024**, within the period prescribed therein i.e. 30 days, subjected to the conditions and requirements stipulated under the said Regulation.
16. 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 SE (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


(Amarjeet Singh Saini)
Chairman
Electricity CGRF

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