

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

Before:

Shri. R. Ravichandar, Chairman.
Vacant - Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Sanjeev Kumar Bairagi, R/o Keralapuram, Diglipur, North Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 30/2025 dated 28/10/2025.

Complaint : Excess Billing (Domestic)

Date of Hearing : 18/11/2025

Date of Order : 09/12/2025



ORDER

Background

The complainant Shri. Sanjeev Kumar Bairagi, R/o Keralapuram, Diglipur, North Andaman, filed a complaint vide R.D. No. 1411* dated 28/10/2025 regarding Excess Billing (Domestic).

The complaint was registered as ANI/C.G. No. 30/2025 and forwarded on 29/10/2025 vide letter No. ANI/CGRF/10-417/903 to the Nodal Officer (CGRF), Executive Engineer (NAD) and Assistant Engineer (D/Pur), Electricity Department hereinafter called respondent for submitting reply/comments and attending the Hearing fixed on 18/11/2025 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 18/11/2025 at 10.30 a.m.

The respondent, vide his letter No. 5-9(A)/EL/AE/DP/2025/1839 dated 13/11/2025 with enclosures submitted reply / comments, forwarded by Nodal Officer (CGRF), which was received by the Forum vide R.D No. 1438 dated 17/11/2025 respectively. Marked as (**Exbt-1**)

The Complainant, vide his email dated 27/11/2025 has withdrawn his complaint, which was received by the Forum vide R.D No. Nil dated 01/12/2025 (the letter is kept in case file) (**Exbt. -3**).

Hearing on 18/11/2025

The Hearing was held on 18/11/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Sanjeev Kumar Bairagi, Complainant. (video conferencing)
- (ii) Shri. Kalidas, AE(D/Pur), Elect. Dept. (video conferencing)
- (iii) Shri. Vivek Kumar Singh, JE(Aerial Bay), Elect. Dept. (video conferencing)

Statement of the Complainant

The complainant stated in his complaint letter to the Executive Engineer (NAD), Diglipur dated 10.10.2025 that "Sir/Madam, I am writing to bring to your attention the issue of an unusually high electricity bill received for the billing period August 2025 for my consumer number Y3/2066, registered in the name of Smti. Sophia Alex, at Keralapuram, Opp. St. Mary Catholic church. The bill amount of Rs. 1,702/- appears to be excessively high compared to my average monthly bill, which usually ranges between Rs. 902/-. There has been no significant increase in electricity consumption or usage of additional appliances that could justify always a sharp rise in the bill.

I kindly request you to recheck the meter reading and verify the billing records for any possible errors or faulty meter issues. Please arrange for a prompt inspection of the meter and, if necessary, an adjustment of the bill based on actual consumption.

I shall be grateful if this matter is resolved at the earliest to avoid inconvenience and unnecessary payment disputes."

The complainant stated in his complaint email dated 27.10.2025 that "Sir, it's been 18 days, still my complaint regarding my issue to resolve the excessive electricity bill has not been resolved. It's been a request to take personal issue and my issue on priority basis."

The complainant stated in his complaint withdrawal affidavit dated 27.11.2025 that:

"Sir/Madam, I am writing this letter to formally withdraw my earlier complaint regarding the excessive electricity bill for the month of September. Upon rechecking the bill and reviewing my electricity usage, I found that the new test meter is correct as per the current consumption. I appreciate the assistance provided by your team in addressing my concern. Kindly consider this letter as a formal withdrawal of my complaint and cease any ongoing investigation related to this bill. Thank you for your understanding and support."

The complainant enclosed photocopies of letter submitted to the EE(D/Pur) dated 10.10.2025, House Rent Receipt and Islander Identity card as ID proof, which is kept in the case file (**Exbt. -2**).



Reply of the Respondent

The respondent, vide his letter No. 5-9(A)/EL/AE/DP/2025/1839 dated 13/11/2025 stated that:-

"Sir, An order passed by the CGRF vide above mentioned reference letter regarding Consumer profile, Smart Meter detailed report collect from EESL (i.e.. monthly unit consumption, connected load, earthing and neutral details, meter testing report etc.) along with Meter Reading book from 01/2024 to till date bearing Consumer No. Y3/2066(Domestic).

So, on 01/11/2025, verbal direction was issued to the concerned Junior Engineer (Aerial Bay), to furnish a reply immediately on the complaint/grievance, Diglipur of the CGRF letter No. ANI-CGRF/10-417/903 Dated 29/10/2025

Refer to the reply letter submitted by the JE (A/Bay) vide Letter No. EL/JE/AB/2-4/2025-26/600 Dated 10/11/2025 as per the report, the energy meter installed for the said consumer is a normal digital meter which is registered in the name of Smti. Sophia Alex, and the detailed verification including Consumer Profile, Meter Reading Book, Earthing Test Report, Neutral Testing Report, and Meter Testing Report has been furnished. Based on the findings, it is observed that the bill amount for the month of August 2025 appears to be higher than the average monthly consumption, which may be due to variation in consumption pattern.

Now, the consumer Profile and the Meter reading details w.e.f 01/2024 to 10/2025 are enclosed herewith for your ready reference.

All the relevant documents as received from the Junior Engineer are enclosed herewith for your kind perusal and necessary action."

The respondent, vide his letter No. 5-9(A)/EL/AE/DP/2025/1971 dated 01/12/2025 stated that:

"Respected Sir, Earlier report submitted to The Assistant Engineer (Workshop), Nodal Officer (CGRF) office vide this office Letter No. 5-9(A)/EL/AE/DP/2025/1839 Dated 13/11/2025 on above mentioned subject, Hearing held on 18.11.2025 through video conference, as per the direction given by Hon'ble Chairman, CGRF Court to install a check meter at the premises of Shri. Sanjeev Kumar Bairagi. Subsequently a check meter of (5-20) Amps was installed by the Junior Engineer (Aerial Bay) on 19.11.2025 morning in the presence of applicant/complainant. The detailed meter reading report is enclosed for your ready reference.

Detailed Meter Reading Report of Shri. Sanjeev Kumar Bairagi

Sl. No.	Date	Applicant Meter Reading	Check Meter Reading
1.	19.11.2025	20691.7 Kwh	0.28 Kwh
2.	20.11.2025	20698.0 Kwh	6.58 Kwh
3.	21.11.2025	20703.3 Kwh	11.88 Kwh
4.	22.11.2025	20708.0 Kwh	16.58 Kwh
5.	25.11.2025	20721.7 Kwh	30.28 Kwh
6.	26.11.2025	20724.6 Kwh	33.18 Kwh
7.	27.11.2025	20730.0 Kwh	38.58 Kwh
8.	28.11.2025	20734.9 Kwh	43.48 Kwh

The Check Meter was removed on 28/11/2025."

RJ

The Respondent enclosed photocopies of consumer profile and meter reading record, inspection report and meter testing report, which is kept in the case file (**Exbt.-4**).

Submission of the Complainant

The complainant, upon reviewing his billing records, expressed concern that the electricity bill for August 2025 was substantially higher than his long-standing pattern of consumption. He stated that he had consistently paid his bills on time and had never previously encountered such a discrepancy. He emphasized that his usage habits remained unchanged and that no electrical load had been added.

Feeling that the bill did not reflect his actual consumption, he sought recalculation and verification from the electricity department. After experiencing delays in resolution, he felt compelled to escalate the matter and requested that his case receive urgent attention. Later, upon installation of a check meter and verification of readings, he concluded that the meter was functioning correctly. Satisfied with the clarity provided, he submitted a formal withdrawal of his complaint.

Submission of the Respondent

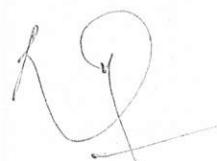
The respondent clarified that all relevant records related to the consumer's meter readings, consumption history, and testing documentation had been collected as per CGRF instructions. They reiterated that the meter in use was a standard digital unit and that the readings appeared consistent during official verification.

They acknowledged that the consumption recorded for August 2025 was higher than usual but maintained that there was no technical fault detected in the system. Further, the respondent complied with the Forum's direction to install a check meter and ensured that the testing process was conducted over an extended duration to establish accuracy.

After completion of the check-meter test, the respondent submitted a detailed report confirming normal meter performance. With the consumer subsequently withdrawing the complaint, the respondent requested closure of the case and assured future adherence to regulatory timelines and procedures.

Forum's Observation

The Forum observed that the complainant escalated the case due to the excess electricity bill issued for the month of August 2025 for Consumer No. Y3/2066, located at Keralapuram, opposite St. Mary Catholic Church. The complainant observed that the billed amount of ₹1,702/- was significantly higher than his usual monthly bill of approximately ₹900/-, despite no change in usage pattern or addition of electrical appliances.



At the time of hearing the consumer raised the issue of non receipt of reply submitted by the respondent and the installation of test meter was not in the knowledge of the complainant. Therefore the Forum directed the respondent to conduct the accuracy test for the existing meter for another week and submit the report on or before 27/11/2025 with proper acknowledgement by the complainant. As per the directive the accuracy test was done and the test reports were submitted. On detailed scrutiny of the report the existing meter and check meter readings to be reported as same, hence the existing meter was seems to be working satisfactorily. In the mean time the complainant also was satisfied and appreciated the assistance provided by the respondent in addressing his concern and accordingly submitted a email dated 27/11/2025 to withdraw his complainant.

Hence the Forum decided to close the case as withdrawn.

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. In view of the request of the complainant, the complaint is dismissed as withdrawn.
2. The respondent shall ensure that all consumer grievances regarding excess billing are addressed promptly within the prescribed timelines. In cases of suspected faulty meters, the respondent must install a check meter for an appropriate duration, preferably not less than one week with proper acknowledgement from the complainant.
3. Meter testing shall be conducted transparently in the presence of the consumer or their authorized representative. If a meter is found to be defective, it must be replaced within the prescribed timelines as per the JERC Supply Code Regulations 2018.
4. Average billing in cases of defective meters shall not exceed three months, in accordance with regulatory guidelines.
5. The respondent shall maintain proper documentation of meter readings, load details, and testing procedures for easy retrieval during grievance Redressal.
6. The complainant is advised to install an ELPD (Earth Leakage Protective Device) to ensure electrical safety and detect possible leakage.
7. The respondent must ensure disposal of similar cases of excess billing in a time-bound manner to avoid consumer hardship.



8. 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.

9. 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.

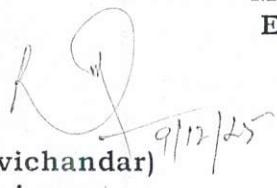
10. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

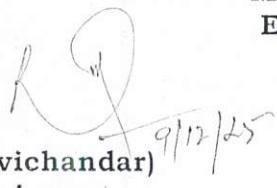
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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


 (Vacant)
 Member (Licensee)
 Electricity CGRF


 (R. Ravichandar)
 Chairman
 Electricity CGRF

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