

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
PORT BLAIR

Before :

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of :

Shri. V.T. Usman, R/o Birdline, Port Blair, South Andaman bearing Consumer No. J/4033 (Domestic).

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/315/23-24/47 dated 10/01/2024.
Complaint : Excess Billing bearing Consumer No. J/4033 (Domestic)
Date of Order : 08/03/2024



ORDER

Background

The complainant Shri. V.T. Usman, R/o Birdline, Port Blair, South Andaman filed a complaint vide R.D. No. 381 dated 08/01/2024 regarding excess billing bearing Consumer No. J/6965 (Domestic).

The complaint was forwarded on 16/01/2024 to the Assistant Engineer (Workshop), Nodal Officer (CGRF), Executive Engineer(HQ), Assistant Engineer-III, Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 01/02/2024 at 10:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Port Blair with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 01/02/2024 at 10.30 a.m.

Statement of the Complainant

The complainant Shri. V.T. Usman stated in his complaint letter dated 10/01/2024 that "eight month bill the recent electricity bill I received reflect an unusually high amount Period from March 2023 to till date (01/03/2023 to December 2023). I visited AE-III's Office, not accepted my complaint dated 04/01/2024 (original copy enclosed), hence I approach Electricity CGRF for relief".

The complainant submitted electricity Urja Pay online bill, representation of AE-III vide letter dated 04/01/2024 and Aadhaar Card as ID proof, which is kept in the case file (**Exbt.-2**).

Forum's Observation

The Forum observed that the Assistant Engineer (W/Shop), Nodal Officer (CGRF) and the Assistant Engineer-III authorized officer of the Electricity Department are absent without notice and when the Forum contacted him over phone and he cited several reasons and requested to adjourn the matter to some other date. The Forum further asked the Respondent/Licensee (ED) over phone regarding non-submission of para-wise comments/reply and he requested for give more time for submission. The Forum noted that the authorized office of the Assistant Engineer-III, Electricity Department is not taking seriously the orders / direction of the Forum and hence it should be warned seriously by the Licensee (ED) through notice.

Due to exigency, Chairman, CGRF left for mainland Kerala for his hometown on 31/01/2024, hence, the complainant has been kept in abeyance. In the meantime, the Forum received letter from the Complainant regarding withdrawal vide R.D. No. 417 dated 23/01/2024 read as ***"I am writing to formally withdraw my complaint registered on date 14/01/2024 and consumer No. J/4033. After careful consideration and communication with the relevant authorities, I am pleased to inform you that the issue has been successfully resolved to my satisfaction. Therefore I kindly request the CGRF Electricity to officially close my case and mark it as resolved. I trust that this withdrawal will be duly noted in your record"***. The Forum has accepted the complainant's plea to withdraw the complaint and Forum is of the view that the matter does not require further Hearing, in this instant case.

Thus, this Forum has come to the conclusion, that both the Respondent/Licensee (ED) and the complainant has amicably settled outside the Forum with satisfaction, hence, the case is closed with specific direction to the Respondent/Licensee (ED), which is particularly noted in this instant case.

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. 315 is hereby closed with specific direction to the Respondent/Licensee (ED).



2. The Respondent/Licensee (ED) is directed to instruct the Assistant Engineer (W/shop), Nodal Officer(CGRF) and the Assistant Engineer-III, Electricity Department to file timely reply/ comments, which has not been done in this instant case.
3. The Respondent/Licensee (ED) is directed to submit reply/para-wise comments of the complaint and also endorsed to the complainant alongwith specific reason for delay.
4. The Respondent/Licensee (ED) is directed to issue a **"Memo"** to the authorized officer of Assistant Engineer-III, Electricity Department for repeated default of not submitting timely reply/para-wise comments as per JERC Regulation, which leads to difficulty in timely disposal of Forum complaint.
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 to 4 of the above said directions of compliance should be provide with supporting documents, if any.**
6. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, 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**".

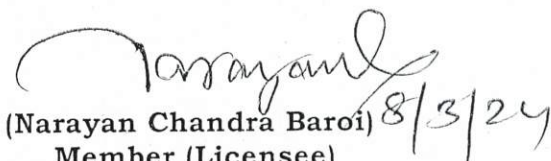
[Annexure - IV Appeal Form can be collected from the office of the Forum on any of the working days].



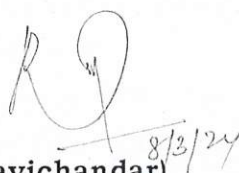
A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-III (HQ), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).

 8/3/24

(Biji Thomas)
Independent Member
Electricity CGRF

 8/3/24

(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF

 8/3/24

(R. Ravichandar)
Chairman
Electricity CGRF

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