

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. Amit. C. Nair, S/o Shri. T.K. Chandrasekharan, R/o Island Niwas,
Delanipur, Port Blair bearing Consumer No. A/2361 (Domestic).

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/295/23-24/27 dated 14/08/2023
Complaint : Excess Billing bearing Consumer No. A/2361 (Domestic)
Date of Hearing : 11/09/2023
Date of Order : 11/03/2024

ORDER

Background

The complainant Shri. Amit. C. Nair, S/o Shri. T.K. Chandrasekharan, R/o Island Niwas, Delanipur, Port Blair filed a complaint vide R.D. No. 151 dated 14/08/2023 regarding excess billing bearing Consumer No. A/2361 (Domestic).

The complaint was forwarded on 17/08/2023 to the Assistant Engineer (Workshop), Nodal Officer (CGRF), Executive Engineer(HQ), Assistant Engineer-I(HQ), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 11/09/2023 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 11/09/2023 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer(W/shop), Nodal Officer (CGRF) filed his letter No. EL/AE(W/shop)/2-17/2023-24/155 dated 08/09/2023 submitted reply/comments on behalf of the Licensee/ Respondent (ED), which was received by the Forum on 08/09/2023, which is kept in case file **(Exbt.-1)**.



Hearing on 11/09/2023

The Hearing was held on 11/09/2023 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Amit C. Nair, Complainant.
- (ii) Shri. Naven Lall, AE-I, Elect. Dept.
- (iii) Shri. Alagan, MRCLC, Elect. Dept.

Statement of the Complainant

The complainant Shri. Amit C. Nair stated in his complaint letter dated 14/08/2023 that "as per our electric meter reading bearing Consumer Account No. A2361 it is to notify that the Units Assessed in September 2022 was 38 which accounts to Rs 211.00/-, whereas in October 2022 it was 89 which accounts to Rs 277.00/-, in November 2022 it was 174 which accounts to Rs. 731.00/-, in December 2022 it was 119 which accounts to Rs 432.00/- in January 2023 it was 119 which accounts to Rs 432.00/-, in February 2023 it was 129 which accounts to Rs 486.00/-, which suddenly changed drastically without any use of Electric Current in the month of March 2023 & April 2023 for an amount of Rs 1871.00/- & Rs 2797.00/- that too when the house was completely closed without a single day usage of Electric components in the House.

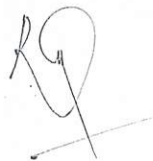
It is also to furnish to your good self that the house is completely closed from months and no one stays in the house from nearly 3 years, thus the meter reading for the month of March 2023 & April 2023 for an amount of Rs 1871.00/- & Rs 2797.00/- in unjustified and false by your end which is also not acceptable.

As the house was completely closed the units assessed can be due to fault in meter reading & also it is to mention that even when the Mains Switches are off the Meter continues to give readings which also is a fault in meter.

It is also to state that the Electric Meter no. which have been issued to us have a copy of the same No. in the same place, thus it may have been a Proxy or Negligence by the officials of the Electricity Department.

Therefore it is requested to your good self to kindly rectify the faults in Electric Meter and deduct the amount which is charged unnecessarily

Also it is to furnish to your good self that the house is completely closed from months as we are staying in Rangat from last 3 years, so it is requested to charge the minimum charges for the Electric Current as per rules in a month".



The complainant enclosed photocopy of representation submitted to EE, Electricity Department vide letters dated 05/06/2023, electricity bills and electricity paid receipt, which is kept in case file (**Exbt.-2**).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer(W/shop), Nodal Officer, Electricity Department on behalf of the Respondent/Licensee(ED) in his written submission letter dated 08/09/2023 with enclosures has stated that *"the complaint lodged by Shri. Amit C. Nair, S/o Shri T.K. Chandrasekhar, consumer bearing A/C No. A/2361, R/o Island Niwas, Delanipur, Port Blair regarding – rectification and correction in meter bearing No. A/2361. In this context the AE-I(HQ) has tested the consumer meter in the presence of complainant and the parallel meter was provided for testing from 23/08/2023 to 02/09/2023 in the presence of consumer and found no difference in unit consumption (report enclosed).*

The report submitted by the AE-I(HQ) vide letter No. EL/AE/SD-I/HQ/25-3/2023/413 dated 07/09/2023 is enclosed herewith for ready reference".

The Respondent/Licensee(ED) has submitted photocopies of EESL report, consumer ledger and meter reading book, which is kept in the case file (**Exbt.-3**).

Submission of the Complainant

The complainant states that in the month of March and April 2023 nobody was present in the house for a single day. It is to mention that when the main switches are off, the meter is continues gives readings which may be a fault in meter. Hence, the complainant requested to verify the high consumption in his premises and excess amount paid by him may be adjusted in future bills.

Submission of the Respondent/Licensee(ED)

The Assistant Engineer (W/shop), Nodal Officer (CGRF), Electricity Department is absent during the Hearing. The Assistant Engineer-I(HQ), Elect. Dept., represents on behalf of the Respondent/Licensee (ED) said that the energy test meter was installed by Haddo Site Office in the presence of the consumer on 23/08/2023, and noted that the readings in both the energy meters are no difference bearing A/c No. A/2361.

Forum's Observation

The Forum going through the documents produced before the Forum by the Respondent/Licensee (ED) that the meter accuracy was checked by connecting a parallel meter was installed and no discrepancy was found. The Forum observed that there will be leakage or some other defect in the internal wiring in the Licensee cut-out. Therefore, the Forum directs the Respondent/Licensee (ED) to check thoroughly whether there is any fault in



the internal wiring or any error in the setup of the department. After checking the same in front of the consumer before giving information to the consumer, submit a report till the complaint is kept in abeyance for final order.

Reply of the Respondent/Licensee (ED)

As directed by the Forum during the Hearing on 11/09/2023, the Assistant Engineer-I(HQ), Electricity Department submitted reply on behalf of the Respondent/Licensee(ED) vide letter No. EL/AE/SD-II/HQ/25-3/2023/446 dated 14/09/2023 has stated that *"the Junior Engineer (Haddo) site office and the Meter Reader of Haddo site office reached the consumer premises on the given time but the complainant was not present. The Junior Engineer (Haddo) tried to contact him in his mobile number and at 1500 hrs (Approx) the complainant informed that he is at Ferrargunj and will not able to present in the inspection and he requested to reschedule for joint inspection on 12.09.2023 at 0700 hrs.*

As per the request of the complainant the Junior Engineer(Haddo) site office reached the consumer premises on the given time but the complainant again did not reached the premises for joint inspection, the Junior Engineer(Haddo) site office tried to contact over mobile of the complainant but complainant did not responded.

The Photograph of the energy meter and the distribution box in which the cutout is fixed is submitted for your kind reference. Further it is to inform that the consumer premises is Housing Society (Island Niwas) in which all the consumers cutout are fixed in the distribution provided by the Housing society.

Further it is to inform that the electric connection is provided directly from the pole to the energy meter from which the loading is taken up to cutout in the distribution box. The smart energy meter is properly sealed, which is kept in the case file (Exbt.-4).

Forum's Observation

The Forum observed that after reviewing the reply submitted by the Respondent that the meter accuracy was checked by connecting a parallel meter with the excising meter and found that the energy meter is working satisfactorily. As per the direction of the Forum, during the Hearing on 11/09/2023 to check the internal wiring and the departmental installation after giving a proper intimation to the consumer in advance.

In reply to the Forum's directive, on the Hearing dated on 11/09/2023 at 10:30 am the Respondent/Licensee (ED) informed that the inspection team consisting of Junior Engineer and Meter Reader, Haddo Site Office reached the consumer premises on the fixed time i.e. 11/09/2023 at 14:30 hrs after consultation with the consumer but the complainant was not present. When they contract the consumer through over phone also, he intimated that the

inspection may be postponed to 12/09/2023 at 7:00 hrs. As per the request the inspection team again visited on the same time mutually decided earlier of the consumer but the complainant again not reached in time to the premises for joint inspection and the team tried to contact through phone also, he was not responded in time. Further, inspection the team noticed with great displeasure that the complainant was not attended the joint inspection as mutually decided earlier and as directed by the Forum.

The Respondent also provided the photography of the distribution box and the cut-out fixed at the premises in a Housing Society (Island Niwas) in which all the consumers cut-out are fixed in the distribution box provided by the Housing Society. The distribution box is not properly wired and lock and key arrangements were not provided hence the possibility by access to unauthorized persons to alter the wiring for any misuse. The meter is seen properly sealed by the department for any access to the outsiders.

The Respondent/Licensee (ED) checked the accuracy of the meter by putting parallel meter and observed that the meter is working satisfactorily. As per the report submitted by the Respondent (ED) and the photographs seen by the Forum observed that bills were prepared based on the actual reading recorded in the energy meter and seems to be in order. The complainants claim for without any use of electric connection in the month of March 2023 and April 2023 that to when the house was completely closed without a single day usage of electric complaint in the house is ruled out that any misuse of energy happened in the premises due to improper arrangements in the distribution box and the cut-out provided in the premises without any proper lock and key arrangements, hence, the case is closed without any merits of the claim of the complainant.

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 complaint No. ANI/CGRF/295/23-24/27 dated 14/08/2023 is hereby closed without any merits of the claim of the complainant.
2. 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.

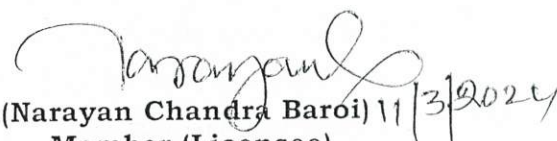


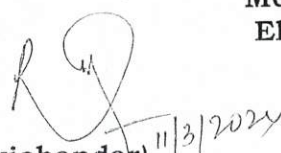
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot 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 this Forum in 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-I(HQ), Assistant Engineer (W/shop), 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) 11/3/2024
Member (Licensee)
Electricity CGRF


(R. Ravichandar) 11/3/2024
Chairman
Electricity CGRF
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