

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. A. Shamsudheen, S/o Late Khadeeja, R/o Tushnabad, South Andaman
bearing Consumer No. T2/2062 (Commercial).

..... Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/291/23-24/22 dated 02/08/2023
Complaint : Excess Billing and Meter Replacement
bearing Consumer No. T2/2062 (Commercial)
Date of Hearing : 22/08/2023 & 05/12/2023
Date of Order : 08/04/2024



ORDER

Background

Shri. A. Shamsudheen, S/o Late Khadeeja R/o Tushnabad, South Andaman filed a complaint vide R.D. No. 127 dated 02/08/2023 regarding excess billing and replacement of defective meter bearing Consumer No. T2/2062 (Commercial).

The complaint was forwarded on 02/08/2023 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer (SAD) and Assistant Engineer (Chouldhari), Electricity Department who represents the Respondent/Licensee (ED) for submitting reply/comments and for attending the Hearing fixed on 22/08/2023 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 22/08/2023 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer (Chouldhari), Electricity Department filed his letter No. EL/AE/CD/3-21/2023/93 dated 18/08/2023 submitted reply/comments on behalf of the Licensee/Respondent (ED), which was received by the Forum on 18/08/2023, which is kept in case file (**Exbt. 1**).

Hearing on 22/08/2023

The Hearing was held on 22/08/2023 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. A. Shamsudheen, Complainant.
- (ii) Shri. J. Jaya Kumar, AE(C/D), Elect. Dept.
- (iii) Shri. Rahul Rai, JE (O/B), Elect. Dept.
- (iv) Shri. K.M. Rasheed, R/Mazdoor, Elect. Dept.

Statement of the Complainant

Complainant Shri. A. Shamsudheen stated in his complaint letter dated 02/08/2023 that *"with due respect I, A. Shamsudeen son of late Khadija R/o Tushnabad would like to inform your good self that there is an electric power connection vide consumer no. T2/2062 in favour my mother as my mother is expired the said electric power connection is under my possession at Tushnabad. Since from the year 2021 the consumer bills against the said consumer number issued in irregular manner and hiked. It is to inform your good self that in the month of February 2021 the bill showed Rs.158/- copy of which is enclosed and the units are consumed as like as till date. But there is an irregular and improper manner bills are raised gradually. So, I raised an online complaint on dated 18.01.2023 (copy of the complaint enclosed).*

That Sir, as there is no any suitable action made, I humbly request your good self may kindly be look into this matter of irregular consumer bill raised against consumer no. T2/2062 may kindly be verified and order to the concern to accept minimum rate of electricity bill, against the said consumer number and the balance amount paid by me may kindly be released. This is for your kind information and justice please".

The complainant submitted copy of the Urja Pay online complaint, Tenancy agreement and Aadhaar Card as ID proof, which is kept in the case file (Exbt.-2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (Chouldhari) on behalf of the Respondent/Licensee (ED) in his written submission letter dated 18/08/2023 has stated that *"the wiring and earthing of the consumer meter no. T2/2062 is checked and found OK, the present connected load of the consumer was checked and it was found to be 1.22 KW and the sanctioned connected load of the consumer as per our record was 460 watts only. After receiving the compliant the meter reading was checked by meter reader and found that no error in the meter reading, and the present reading of the consumer was 2795 Kwh. To check the correctness of the existing smart meter GP no. 7356693 a parallel check meter was installed on 08-08-23 in the consumer premises with GP no. 7409367 and the readings for 7 consecutive days were noted and it was found that both the meter readings was*

of the same value i.e. 31Kwh. So, the error in the energy meter is ruled out. The online readings of the complainant from January 2021 to till date is enclosed. The report of monthly consumption and peak demand data from July 2022 to July 2023 received from EESL also submitted for further verification. Also submitted the check meter test report signed jointly by the consumer and JE Ograbraj.

Meanwhile the complainant pointed out that during parallel meter checking period also the shop is closed for Tuesday and August 15, but the meter readings were shown on those days and the forum directed to the respondent to verify the same and convince the consumer accordingly. For name change in the consumer records the complainant may approach the AE office with proper valid documents.

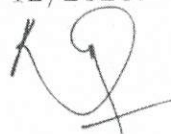
The Forum inspected the site on 23/11/2023 and found that the premises is a small barber shop and having a separate meter in a shopping complex. On verifying the equipment's used in the shop was all energy conservation equipment like LED bulbs and tube lights. On detailed verification of the energy meter its showing 0.4 amps during the main switch OFF condition of the premises. The wiring condition of the shop on physical verification seems to be in order.

Accordingly, forum issued letter to the respondent on dated 01/12/2023 directed to inspect the premises and find out any defects in the internal wiring and directed to submit a detailed report on or before 04/12/23 positively under intimation to the complainant. Further intimated to the respondent for attending a hearing on 05/12/2023 at 10.30 am in the hearing hall of the Electricity CGRF building.

The Respondent/Licensee(ED) has submitted vide letter No. EL/AE/CD/3-21/2023/1158 dated 04/12/2023, intimated that JE, Ograbraj inspected the consumer premises on 04/12/2023 and found that the wiring and earthing is OK. After switching OFF main also no power supply was passing in the internal circuit. He also intimated that in the inspection it is found that the meter is working normally.

On 05/12/2023 during the hearing the Forum again directed to the respondent to verify the internal wiring thoroughly, since the inspection time the meter showing 0.4 Amps during main switch OFF condition of the premises. The same was accepted by the Nodal officer and agreed to check the wiring again and a detailed report may be submitted to the Forum on or before 08/12/2023.

Accordingly, the JE Ograbraj inspected the premises on 06/12/2023 and following observations were made and reported by AE(C/D) vide letter No. EL/AE/CD/3-21/2023/1169 dated 07/12/2023.



1. Consumer Premises is having 04 electric meter connections, in which one connection of complainant is direct from pole and other 3 are in tapping connection, and on inspection it was found that earthing is common for all meter connections.
2. It was also found that the loading neutral wire of meter No.1 (complainant) was interchanged with the meter no.3 due to wrong internal wiring connections.
3. After correcting all connections, the current displayed in the meter while MCB is switched off reflects 0 Amps in the meter.

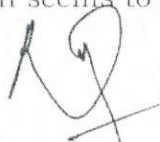
Forum's Observation

He registered an online complaint on 18/01/2023, 02:46:38 PM to IT cell regarding the improper unit and bill on the same day 03:50:37 PM IT cell simply forwarded the same complaint to the concerned JE and closed the complaint without any rectification. The forum noticed with great displeasure that the complaint could be monitored properly at IT Cell itself and closing the grievances after rectification the consumer grievance may be rectified long back.

Accordingly, he approached the CGRF and registered a complaint dated 02/08/2023 that his consumption and bill from February 2021 shows irregular manner and no additional gadgets added to the wiring and equipment used in the barber shop all energy efficient equipment like LED bulbs, LED Tube lights and trimmer etc and the Forum decided to conduct a hearing on 22/08/2023. During the hearing, the respondent stated that the connected load of the consumer was checked and it was found to be 1.22 KW. The sanctioned load of the consumer was 460 Watts as per their record. The wiring and earthing were checked and it was found OK. To check the correctness of the meter, a check meter was installed on 08/08/2023 by the respondent for seven (7) consecutive dates and the comparative reading was found that there is no discrepancy in the meter and average daily consumption of 4.42 units per day. On the day of hearing, we observed that there were 2 holidays (Tuesday and August 15th), during those periods also meter showing some readings.

Based on the above observation the Forum directed the Respondent (ED) to verify the same by collecting reports from EESL to get the exact details on those holidays. The reports submitted by EESL on 11/09/2023 didn't reflect the details of which the forum asked.

Accordingly, on 23/11/2023 the Forum inspected the site and found that the premises is a small barber shop and having a separate meter in the shopping complex. On verifying the equipment, the Forum observed that the equipment used were all energy efficient equipment. After switching OFF the main switch the smart meter showing 0.4 Amps load in the circuit. On physical verification of the wiring condition seems to be in order.



After observing the above remarks, the Forum decided to conduct another hearing on 05/12/2023 and directed the respondent to verify the wiring thoroughly and the reason for 0.4 Amps load in the circuit when the main switch in OFF condition and asked the respondent to submit the report before the forum on or before 08/12/2023.

As per the report received from AE (Chouldhari) dated 07/12/2023, the consumer premises having four electric meter connection, out of which one connection of complainant is direct from the pole and other three connections are tapping connection and the earthing is common for all four connections. They also found that during the inspection the loading neutral wire of meter No.1 (Complainant) was interchanged with the meter No. 3 due to wrong internal wiring. The same was also verified by the Forum along with field staff of Ograbraj Site Office during joint inspection on the site at 11:00 AM on 29/02/2024 in the presence of consumer representative. All the meters are provided in the shopping complex is belongs to the complainant no further action is required. The smart meter is checked again in the presence of complainant representative after switching OFF the main switch of the barber shop and found that no readings (0 Amps) reflected in the meter. The consumer representative also confirmed the same and satisfied with the present condition.

The Forum also observed that the complainant is registered an online complaint on 18/01/2023 to the IT Cell, Port Blair at around 02.46.38 PM, but the IT Cell, Port Blair simply forwarded the complaint to the concerned JE Site Office on the same day and closed the grievance without any proper rectification. If the complaint could be monitored properly at IT Cell, Port Blair itself and closing the complaint after proper rectification the consumer grievance may be rectified long back. Hence the Forum directed to the respondent to establish a proper mechanism to redress the complaint received through online to be closed only after proper rectification by the field staff.

This Forum has come to the conclusion, that the complainant is satisfied with the present condition of smart meter readings, 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. 291 is hereby closed that the complainant is satisfied with the present condition of the meter reading.



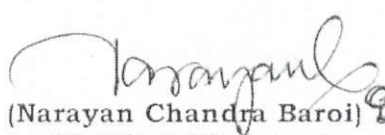
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2. The Respondent/Licensee (ED) is directed to establish a proper mechanism to redress the complaint received through online to be closed only after proper rectification by the field staff, which has not been done in this instant case.
 3. The Respondent/Licensee (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 of the above said direction of compliance should be provide with supporting documents, if any.**
 4. 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.
 5. 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.

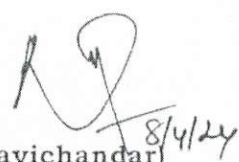
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot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