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1st Hearing on 22/04/2025

The 1st Hearing was held on 22/04/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Deepak Mondal, AE-II, Elect. Dept.
- (ii) Shri. R. Santhosh Kumar, LMMR, Elect. Dept.
- (iii) Shri. Govinda Halder, Complainant.

2nd Hearing on 25/04/2025

The 2nd Hearing was held on 25/04/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (I) Shri. Deepak Mondal, AE-II, Elect. Dept.
- (II) Shri. Govinda Halder, Complainant.

Statement of the Complainant

Complainant Shri. Govinda Halder, R/o Qtr. No. 19, Bahadurline-I, Sri Vijayapuram stated in his complaint dated 25/03/2025 stated that "I am writing to formally lodge a complaint regarding the unusually high electricity bill (Consumer No. E/2769) that I have recently received for my Quarter No. BL1/TY-II/19 at Bahadur Line-I. The bill amount (Rs. 2046/-) appears disproportionately high compared to my regular usage, and I believe there may be an error or issue that needs to be investigated. I had previously raised a complaint with the Junior Engineer, Shadipur Division; however, no satisfactory resolution has been provided.

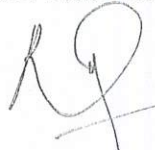
I kindly request that your office conduct a thorough investigation of my electricity meter and the billing process to identify any discrepancies or faults that might be contributing to this inflated bill. I would appreciate it if the matter could be addressed at your earliest convenience to avoid any further inconvenience.

Thank you for your attention to this issue, and I look forward to your prompt response.

The Complainant has submitted photocopies of electricity bill and Aadhaar card as ID proof, which is kept in the case file (**Exbt. -2**).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-II (HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission letter dated 16/04/2025 stated that:



1. "The consumer ledger/ profile indicating the monthly unit consumption of the consumer No E/2769 (Domestic) is enclosed.
2. Copy of Meter Reading Book from November 2024 to till date is enclosed.
3. Meter Testing report shall be provided by EESL for which a E-Mail has been Sent to EESL on 29.03.2025 (Copy attached), but till date the report was not received by this department.

In this regard, it is submit that, the meter reader visited the consumer premises on 02.04.2025 and 10.04.2025. The consumer cannot be contacted as the premises were locked and the consumer didn't pick up the calls. The earthing and neutral couldn't be checked as the premises was locked, A check meter was placed at the consumer premises and the readings taken are attached herewith for reference. As per the readings observed in the check meter for the last 07 days the Smart Meters is working properly. The quarter was occupied by the consumer on 12/11/2024.

Further, it is to submit that the meter readings of the above consumer are received online and also taken manually every month and is billed accordingly.

This is for your kind information and further necessary action please."

The Assistant Engineer-II (HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission letter dated 24/04/2025 stated that:

"Sir, Kind attention is invited to the letter cited under reference on the above subject. In this regard, it is to inform that the matter was heard at 10:30 am on 22/04/2025 and as per the direction of CGRF, it was further directed for checking of earthing and neutral at consumer premises. Upon inspection of the premises, the Junior Engineer, Shadipur checked the earthing of the premises, in which the value of the earthing was found to be 22 ohms (Earthing failed) and neutral voltage indicating in the smart meter is 40 Volts. Whereas, as per the report leakage current was found in some plug points and switches inside the premises.

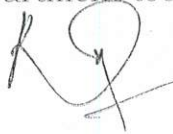
Hence, it is requested to kindly direct the Complainant to rectify the above-mentioned defects.

This is for your kind information and necessary action please."

The Respondent/Licensee (ED) has submitted photocopies of Meter Testing Report, Meter Reading record and Consumer ledger, which is kept in the case file (**Exbt. -3**).

Complainant's Statement

The complainant reiterated his dissatisfaction over receiving an inflated bill despite having minimal electrical usage. He stated that the constant back-and-forth and delays in obtaining a resolution from the department caused undue mental stress. Although a check meter confirmed the existing meter's accuracy, he questioned why the department took so long to detect the internal



earthing faults, especially when he was unaware of such issues. He demanded compensation for the billed amount, citing departmental inefficiency as the primary cause.

Respondent's Statement

The respondent clarified that their team acted in accordance with standard procedures. They emphasized that the smart meter provided accurate data, and billing was conducted based on actual readings. The respondent acknowledged the delay in receiving the EESL meter test report but stressed that a check meter test already ruled out meter defects. They maintained that the inflated bill stemmed from internal issues within the consumer's premises, such as failed earthing and leakage currents. However, they agreed that the delay in communication from EESL was unfortunate and contributed to the escalation. The respondent assured the forum of their cooperation in reassessment and pledged to support the consumer in resolving the issue as per regulations.

Forum's Observation

The case concerns an electricity consumer (Consumer No. E/2769) residing at Quarter No. BL1/TY-II/19, Bahadur Line-I, who raised a grievance regarding an abnormally high electricity bill amounting to ₹2046/- for the month of February 2025. The consumer claims that the billed amount is disproportionate to the actual electricity usage, since he occupied the premises in November 2024. A formal complaint was filed to the JE, Shadipur site office however no satisfactory resolution has been provided.

The Consumer Grievance Redressal Forum (CGRF) scheduled a hearing on 22nd April 2025, where both parties were present. Various documents including meter readings, a check meter test report, and site inspection details were submitted. The issue primarily involved the accuracy of the smart meter readings, earthing failure, neutral voltage issues, and leakage current within the premises.

Despite a parallel check meter showing the smart meter functioning correctly, the absence of the EESL's official meter testing report delayed the case closure. However, upon inspection, significant technical faults such as earthing failure (22 ohms resistance), 40 volts neutral voltage, and leakage currents were found, which potentially led to inflated billing.

The complainant, a resident of Quarter No. BL1/TY-II/19 since November 2024, formally submitted a grievance against the high electricity bill amounting to ₹2046/- for the month of February 2025 under Consumer No. E/2769. According to the complainant, the bill was unexpectedly high considering the actual consumption and usage habits within the household. He claimed that previous complaints yielded no concrete resolution. Therefore, the complainant approached the CGRF seeking a thorough investigation into the accuracy of his smart meter, the billing process, and possible technical faults. He expressed his willingness to cooperate fully and emphasized the financial and mental stress caused by the inflated bill.

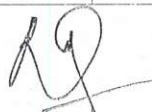


The respondent, representing the electricity department, presented several documents to support their case. These included the consumer ledger/profile showing monthly unit consumption, copies of the meter reading book from November 2024 onwards, and communication sent to EESL on 29.03.2025 requesting a meter test report, which was still pending. The department reported that the meter reader had visited the premises on 02.04.2025 and 10.04.2025 but could not access the premises as it was locked, and calls to the consumer went unanswered.

A check meter was installed at the premises during this period, and its readings indicated that the smart meter was functioning normally. Furthermore, during the joint inspection, it was discovered that the earthing system at the premises had failed (22 ohms resistance), the neutral voltage was 40 volts, and leakage current was detected at several plug points and switches. The respondent concluded that the inflated bill was a consequence of these internal faults rather than any defect in the smart meter itself.

The Consumer Grievance Redressal Forum carefully reviewed submissions from both parties. The forum noted that the consumer occupied the premises from November 2024. A check meter was installed from 02.04.2025 to 10.04.2025. The check meter confirmed the normal functioning of the smart meter. Forum compares the monthly consumption data and the Peak demand data of the meter no GP 7411346 submitted by the respondent vide email dated 06-05-2025 with the department meter reading record and consumer ledger found some discrepancies.

Date	Peak Demand value kW	Actual Import kWh	Consumption as per MRR	Remarks
April 2024	0.148	6.018	6.0	
May 2024	0.238	12.862	13	
Jun 2024	0.0	0	0	
July 2024	0.0	0	0	
Aug 2024	0.018	0.010	12	
Sep 2024	0.076	3.0	0	
Oct 2024	0.174	3.351	0	
Nov 2024	1.184	159.566	63	DOC 12/11/2024
Dec 2024	1.206	253.296	01	



Jan 2025	1.132	234.350	210	
Feb2025	1.068	211.663	305	
Mar 2025	0.964	270.283	544	

The respondent department submitted that consumption from 11/24 to 03/25 has been wrongly taken by the meter reader as it doesn't match with the normal consumption pattern and consumption of 544 units in 03/25 is nothing but accumulation of past consumption. The checking report of the meter also proves that working of the meter is okay and comparative data on previous months shows that the meter is communicating properly with the server. The respondent prepared the bills based on meter reading record which is not matching with the maximum demand recorded and the monthly consumption data recorded in the EESL server. Hence Forum directs the respondent to prepare their monthly consumption bill based on EESL fetched monthly consumption data in the server.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 64/2025 is hereby closed with specific direction to the Respondent/Licensee (ED) and the consumer.
2. The Forum directs the Respondent to reassess the monthly bills of the consumer vide consumer no. E/2769 from November 2024 to March 2025 based on the EESL fetched monthly consumption data in the server.
3. The Forum advice to the consumer to install the Earth Leakage Protective Device (ELPD) in the wiring to prevent any earth leakage in future and the protection of the electrical appliances.
4. The Forum directs the respondent to make Earth Leakage Protective Device (ELPD) is mandatory for the new service connections, since to prevent the revenue loss due to earth leakage issues and to prevent with regard to cases pertaining to inflated bills.
5. The Respondent must implement a proper verification system to double-check unusually high bills before issuing them. The electricity department must ensure that all consumer complaints are accepted in writing and processed in a time-bound manner.
6. 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. 31/2024.
7. 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.

8. 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.

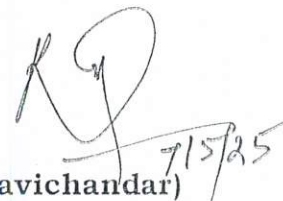
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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



(R. Ravichandar)
Chairman
Electricity CGRF

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