

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:

Smti. Rekha Shanmugam, W/o Shanmugam, R/o Mayabunder, North & Middle Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/325/24-25/02 dated 30/04/2024.
Complaint : Excess Billing bearing Consumer No. W1/2513 (Domestic)
Date of Hearing : 15/05/2024
Date of Order : 15/05/2024



ORDER

Background

The complainant Smti. Rekha Shanmugam, W/o Shanmugam, R/o Mayabunder, N&M Andaman filed a complaint vide R.D. No. 539 dated 30/04/2024 regarding excess billing bearing Consumer No. W1/2513 (Domestic).

The complaint was forwarded on 30/04/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(Rural division), Assistant Engineer (Mayabunder), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 15/05/2024 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 15/05/2024 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer (Mayabunder), Electricity Department filed his letter No. EL/AE/MB/15/24-25/206 dated 13/05/2024 requesting for extension of hearing date, which was received by the Forum on 13/05/2024, which is kept in case file (**Exbt.-1**).

Hearing on 15/05/2024

The Hearing, which was scheduled to be held on 15/05/2024, hereby stands cancelled, due to the complaint being withdrawn by the complainant vide her letter dated 13/05/2024, which was received by the forum on 14/05/2024.

Statement of the Complainant

Complainant Smti. Rekha Shanmugam stated in her complaint letter dated 30/04/2024 that "With respect I am one of the residences of the village of Mayabunder, PS Mayabunder wish to draw few lines for your kind information and further necessary action please.

That sir an electric meter connection vide A/c no. W1/2513 stands in my name categorized as domestic and used for the same purpose. That sir my average monthly bill raised around Rs 3000/- (Rupees Three Thousand only) and I have pay the entire bill amount against the said electric meter without fail since it's very beginning.

That sir during the month of April, May and June 2023, I was at mainland and my house is totally shut down in other words the consumption of electricity is too low, but I am regretting to say that during this month the bill amount for April 2023 is up to 9000/- (Rupees Nine Thousand only), for the month of May 2023 the bill amount is around 2000/- (Rupees Two Thousand only) and for the month of June 2023 the bill amount is around 11000/- (Rupees Eleven Thousand only) which is unbearable and hence after complaining to the concern authority about it, I do not pay the bill amount for the above said three months but I paid all other bill amounts next to the month up to November 2023.

That sir now the department unable to receive the bill amount from December 2023 to till date and the demanded to pay the bill amount of the months of April 2023, May 2023 and June 2023 which I put in pending due to huge amount of billing. Here I need to mention that if the department not receives the bill amount of the said electric meter connection then I am under huge financial stress in future.

Therefore, I request your good self kindly do your needful in this regard at your end and earliest please. That sir I am ready to pay the bill amount which is pending with the department if the same is reasonable otherwise the department forcefully suppress the customers by initiating huge bill amount.

Hope my matter may take on priority basis and I may get the justice for the same with your golden hands".

The complainant submitted electricity bill payment receipt and Aadhaar Card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (Mayabunder), Electricity Department on behalf of the Respondent/ Licensee(ED) in his written submission vide letter No.



EL/AE/MB/15/24-25/206 dated 13/05/2024 has stated that "it is pertinent to say that we have received your letter only on 10/05/2024 in the afternoon and immediately issued a request letter to AE (IT) copy to EESL for sending the smart meter reading details from January 2022 to till date. Till today i.e on 13/05/2024 we haven't received the reading details and simultaneously the meter reading is proceeding on leave w.e.f 15/05/2024 for 30 days. A request letter for us to proceed on duty-cum-tour to Port Blair is also send to EE(R) for making order to attend hearing in CGRF Port Blair.

On the above context it is our kind request to kindly postpone the hearing date fixed on 15/04/2024 to some other suitable date as of now we find very much difficult to attend the hearing".

The Respondent/Licensee (ED) has requested for extension of hearing date vide letter dated 13/05/2024, which is kept in the case file(Exbt. -3).

Submission of the Complainant

Complainant Smti. Rekha Shanmugam submitted in her letter dated 13/05/2024, which was received by the forum vide RD No. 556 dated 14/05/2024 that "I, Smti. Rekha Shanmugam W/o Shanmugam R/ o Maya bunder had made a complaint against my energy meter A/c No. W1/2513 regarding excess bills for the month of April, May, and June 2023. A letter received from your office vide no.ANI/CGRF/10-325/350 dated 30/04/2024 to attend the hearing on 15/05/2024 at 10.30 hours.

Sir, further I would like to inform you that I have met the electricity officials at Mayabunder, and they have make me understand about the billing. On hearing the officials of electricity department, Mayabunder, I was fully satisfied about my billing. On 13/05/2024 I have cleared all old dues i.e.,for the month of April, May and June 2023 vide receipt no. 179255 dated 13/05/2024 for an amount of Rs.25028/-.

Hence therefore it is request that my complaint maybe treated as cancelled or withdrawn".

Submission of the Respondent (Licensee)

The AE (Mayabunder) on behalf of the Respondent/Licensee (ED) requested for the extension of hearing date vide his letter no. EL/AE/MB/15/2024-25/206 dated 13/05/2024.

Forum's Observation

The Forum received letter from the complainant regarding withdrawal of complaint vide letter dated 13/05/2024, hence decided to cancel the hearing, which was scheduled to be held on 15/05/2024.

Thus, this Forum has come to the conclusion, that both parties are satisfied with their decisions and amicable settled outside the Forum, hence,



the case is closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer, 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: -

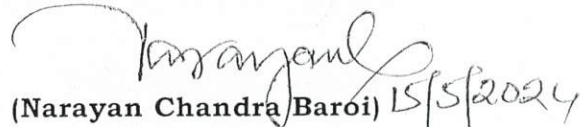
1. The Case No. 325 is hereby closed without any merits.
2. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
3. 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.

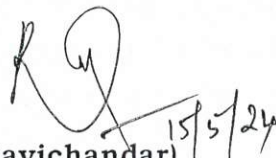
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot 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 (Rural division), Nodal Officer (CGRF), Assistant Engineer(Mayabunder), 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) 15/5/2024
Member (Licensee)
Electricity CGRF


(R. Ravichandar) 15/5/24
Chairman
Electricity CGRF