

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
SRI VIJAYA PURAM

Before:

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

In the matter of:

Smti. R. Revamma, W/o Late G. Devadas, R/o Teylerabad, South Andaman.
.....Complainant

Versus

The Electricity Department, A & N Administration, Sri Vijaya Puram.
.....Respondent

Complaint No. : ANI/CG No. 10/2025 dated 06/06/2025.
Complaint : Unjustified excessive electric billing of bearing Consumer
No. L3/1547 (Domestic)
Date of Hearing : 24/06/2025
Date of Order : 08/07/2025

ORDER

Background

Smti. R. Revamma, W/o Late G. Devadas, R/o Teylerabad, South Andaman, filed a complaint vide R.D. No. 1171 dated 06/06/2025 regarding billing payment discrepancies towards the Consumer No. L3/1547 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 09/06/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer-IV (C/D), Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was endorsed to the complainant for attending the hearing on 24/6/2025 at 10.30 am in the hearing hall of the electricity CGRF building at Horticulture Road, Haddo, Sri Vijayapuram.

The AE-IV(C/D), Elect Dept., vide his letter No. EL/AE/CD/3-21/2025/215 dated 19/06/2025 with enclosures submitted reply/comments on behalf of the Respondent, which was received by the Forum vide R.D No. 1192 dated 19/06/2025 respectively (the letter is kept in case file) (**Exbt. -1**).

Hearing on 24/06/2025

The Hearing was held on 24/06/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -



- (i) Shri. D. Udaya Kumar, Auth. Complainant.
- (ii) Shri. J. Jaya Kumar, AE (W/Shop), NO, Elect. Dept.
- (iii) Shri. Suresh Kumar, AE-IV (C/D), Elect. Dept.
- (iv) Shri. Chiranjeev Sen, JE, Elect. Dept.
- (v) Shri. Mohd. Muzaffar, Elect. Dept.

Statement of the Complainant

Smti. R. Revamma, W/o Late G. Devadas, R/o Teylerabad, South Andaman stated in her complaint dated 06/06/2025 that "Sir/Ma'am, I am a permanent resident of Subashgram village under Diglipur Tehsil in North and Middle Andaman District. However, I also own another house in Teylerabad village under Sippighat Panchayat in South Andaman District, wherein I have two electricity meter connections bearing Consumer numbers L3/1547 and L3/1548. Yearly three to four times when we visit Sri Vijayapuram, we stay at our Teylerabad house. Most of the time my residential house at Teylerabad village is lying vacant. Till the month of July 2024, I used to get minimum/normal (as per usage) bills on both my meters. However, from the month of August 2024, the bill amount of Meter No. 7354079 (Consumer No.- L3/1547) increased several times in one go. Hereunder I am giving the details of the bills received from August 2024 to April 2025 for Meter No 7354079 (Consumer No. - L3/ 1547):

Instead of minimum bill or as per usage, I am getting this exorbitant bill which I cannot pay. I have complained the Junior Engineer at Sippighat, who had assured me to resolve this issue but he did nothing in this regard.

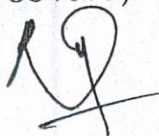
Therefore, it is my humble request to your good self to kindly resolve this issue and pass an appropriate order to refund the excess bill amount taken by the Electricity Department with a direction to take proper meter reading before generating the monthly bill."

The Complainant has submitted photocopies of e-bills, which is kept in the case file (Exbt. -2).

Reply of the Respondent

The Assistant Engineer-IV (C/D), Electricity Department on behalf of the Respondent in his written submission letter dated 19/06/2025 stated that:

1. "Monthly Energy Consumption (01-2023 to 05-2025) - Statement extracted from the billing system data received from EESL for Smart Meter No. 7354079. Mail Sent to EESL on 16/06/2025 for Statement but no response has been received till date. Mail copy enclosed.
2. Meter Reading Book Entries - Certified photocopies of the pages covering January 2023 to May 2025 are enclosed.
3. Status of Energy Meter - The subject service is provided with a single-phase Smart Meter (AC No. L3/1547, Meter No. 7354079).



Communication with the Head-End System failed from the billing cycle of February 2025 onwards; consequently, bills have been raised on provisional average consumption as per Regulation 7.2 of JERC Supply Code, 2018.

4. Connected Load, Earthing & Neutral Details, and Meter Testing Report - An onsite inspection was carried out on 12-06-2025 • The premises were found locked; no occupant was available."

The Respondent has submitted photocopies of letter submitted by JE(S/Ghat), Elect. Dept., Meter Reading Record and e-mail to the EESL, which is kept in the case file (**Exbt. -3**).

Complainant's Statement

The complainant, who seldom resides at his secondary home in Teylerabad, reported that despite the house being largely unoccupied, the electricity bill for Meter No. 7354079 showed a drastic rise beginning in August 2024. He maintained that the property had seen minimal usage and such a sharp increase in electricity charges was implausible.

Upon inquiring at the local electricity office, he was assured that the matter would be resolved. However, no corrective action was taken. With mounting bills and no explanation or remedial action, the complainant had no choice but to seek the intervention of the Forum for redressal, requesting a refund and proper meter replacement.

Respondent's Statement

The respondent clarified that the Smart Meter installed at the complainant's Teylerabad property initially reported readings properly until February 2025. After this period, data could not be retrieved due to a failure in communication with the Head-End System.

In absence of real-time data, the respondent resorted to billing based on average consumption. They conducted a site inspection but were unable to access the premises as it was locked. The department maintained that the billing was done within the regulatory framework and had initiated contact with EESL to retrieve historical data, though the response was still awaited.

Forum's Observation

This case pertains to a complaint lodged by a consumer residing primarily in Subhashgram village under Diglipur Tehsil, North and Middle Andaman District. The complainant owns another property at Teylerabad village, which falls under the jurisdiction of Sippighat Panchayat in South Andaman District. At this Teylerabad residence, the complainant holds two electricity meter connections with Consumer Numbers L3/1547 and L3/1548.



The house at Teylerabad is mostly unoccupied and is visited by the family three to four times a year. Until July 2024, electricity bills for both connections were received in accordance with the minimal usage of electricity. However, from August 2024 onwards, the electricity bills under Consumer Number L3/1547 (Meter No. 7354079) began showing an unexpectedly high and disproportionate amount, prompting the complainant to approach the local electricity office. Despite assurances from the Junior Engineer at Sippighat to resolve the issue, no action was taken. The consumer thus filed a formal complaint before the Electricity Consumer Forum seeking relief and rectification.

The complainant, a permanent resident of Subashgram village, submitted that he also owns a property in Teylerabad, South Andaman, which remains largely unoccupied throughout the year. During their occasional visits to this property, minimal electricity consumption occurs.

He highlighted that, until July 2024, electricity bills for the meter bearing Consumer No. L3/1547 were nominal and reflective of actual usage. However, from August 2024 onwards, there was a sudden and sharp rise in the billing amount, which was inconsistent with the consumption pattern.

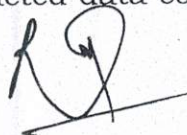
The complainant pointed out that this surge was suspicious, especially considering that no one was residing in the house during the period. He reported the issue to the Junior Engineer at Sippighat, who verbally assured to investigate the matter but failed to take any concrete steps. Therefore, the complainant sought intervention from the Consumer Forum to refund the excess billing amount and direct the respondent to take actual readings in the future instead of generating inflated average-based bills.

The respondent, in its response, submitted that Consumer No. L3/1547 related to a single-phase Smart Meter (Meter No. 7354079). The billing data for the period January 2023 to May 2025 was based on energy consumption records sourced from the EESL system.

The respondent admitted that, from February 2025 onwards, communication with the meter's Head-End System had failed. As a result, billing had been done on a provisional basis by averaging the past consumption, as per Regulation 7.2 of the JERC Supply Code, 2018.

Additionally, a field inspection conducted on 12-06-2025 revealed that the premises were locked and inaccessible for verification. They enclosed meter reading book entries and stated that a request for the consumption statement had been sent to EESL, though no reply had been received yet.

Upon reviewing both parties' submissions and conducting a physical inspection of the premises, the Forum directed to the respondent during the hearing on 24/06/2025 to provide the extracted data collected from the smart



meter through EESL and submit on or before 27/06/2025. Accordingly, the extracted data from the meter from April 2023 to May 2024 was submitted and received in this office vide R.D. No.1222 dated 26/06/2025, the report indicated that up to May 2024 the meter was communicating with the main server. The Forum during inspection also noticed that the final reading recorded in the meter was 3519 Kwh but their meter reading record shows that reading taken on monthly basis is a presume reading instead of actual reading. The respondent records indicated that the meter became defective in January 2025 with a final reading of "5644"Kwh, which contradicts the physical status of the meter observed during the inspection.

The Forum inferred that the meter must have become defective in July 2024, when the reading was around "3519", and not in January 2025 as claimed by the respondent.

The Forum also noticed that the meter was placed in such a way that nobody can access during the door locked condition of the premises. Hence Forum directs the respondent to revise the bills from July 2024 to till date based on average consumption of the past three billing months immediately preceding to the date of the meter being found or reported defective that is from April 2024 to June 2024.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 10/2025 is hereby closed with specific directions to the Complainant and the Respondent.
2. The Forum directs the respondent shall reassess electricity bills for the Consumer No. L3/1547 starting from July 2024 based on the average consumption of the three months preceding to the date of meter being found or reported defective. Any excess amount collected from the consumer during this period shall be adjusted in the upcoming bills or refunded if necessary.
3. The Forum directs that the defective Smart Meter (No. 7354079) shall be replaced immediately with a new, functional meter.
4. The Forum directs the complainant to relocate the meter to an accessible outdoor location to ensure ease of access to the authorised personnel for future meter readings.
5. The Forum directs the respondent must refrain from generating bills based on unverified or arbitrary averages beyond permissible limits as



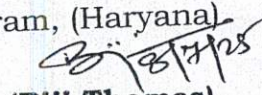
per JERC regulations. The respondent is instructed to ensure meter reading records are accurate and based on actual readings wherever possible.

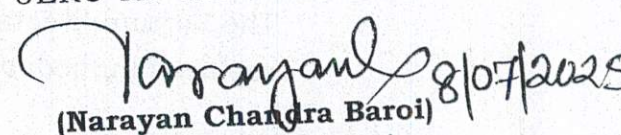
6. The Forum directs the respondent must expedite its communication with EESL and ensure timely retrieval of meter data during any dispute arises.
7. The complainant is also advised to install an ELPD (Earth Leakage Protective Device) in the wiring to prevent any leakages.
8. The Respondent is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
9. 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.
10. 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.

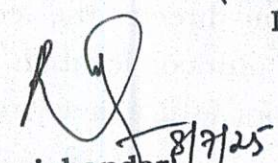
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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