

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:

Shri. R. C. Mandal, R/o Kalipur, Diglipur, North Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 09/2025 dated 26/05/2025.
Complaint : Excess payment bearing Consumer No. Y3/2241
(Domestic)
Date of 1st Hearing: 25/06/2025
Date of 2nd Hearing: 02/07/2025
Date of Order : 03/07/2025



ORDER

Background

Shri. R. C. Mandal, R/o Kalipur, Diglipur, North Andaman, filed a complaint vide R.D. No. 1150 dated 26/05/2025 regarding excess payment which has been made by him by mistake during the online payment of electricity bill for the month of March, 2025 bearing towards the Consumer No. Y3/2241 (Domestic).

The complaint was registered and forwarded to the respondent on 26/05/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (NAD) and Assistant Engineer (Diglipur), Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was endorsed to the complainant for information.

The AE (Diglipur), Elect Dept., vide his letter No. 5-9(A)/EL/AE/DP/2025/805 dated 12/06/2025 with enclosures submitted reply / comments on behalf of the Respondent which was received by the Forum vide R.D No. 1183 dated 16/06/2025 respectively (the letter is kept in case file) (**Exbt. -1**).

First Hearing on 25/06/2025

The Hearing was held on 25/06/2025 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. J. Jaya Kumar, AE (W/Shop), NO, Elect. Dept.
- (ii) Shri. Kalidas, AE (Diglipur), Elect. Dept (attended through VC).
- (iii) Shri. P. Govinda Rao, JE (IT), Elect. Dept.
- (iv) Shri. G. Nirmal Raj, MTS, Elect. Dept.

The Complainant was absent during the hearing and requested for postponement of the hearing due to his illness.

Second Hearing on 02/07/2025

The Hearing was held on 02/07/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. J. Jaya Kumar, AE (W/Shop), NO, Elect. Dept.
- (ii) Shri. Kalidas, AE (Diglipur), Elect. Dept (attended through VC).

The Complainant was absent during the hearing.

Statement of the Complainant

Shri. R. C. Mandal, R/o Kalipur, Diglipur, North Andaman stated in his complaint dated 26/05/2025 that "With due respect I am to state that I am Electricity Power consumer of Kalipur Village under Aerial Bay Section A/C No.Y3/2241.

Sir, Excess payment of Rs.914/- has been made by mistake during the online payment of Electric Bill for the month of March 2025 the amount of Rs.1538/- has been paid instead of Rs. 624/- vide online Receipt No.PGN -412-1284008 dated 09/04/2025. In this connection I approached to concern section at Aerial Bay but could not get satisfactory reply.

I therefore request you kindly inquiry the matter and Excess amount of Rs.914/- may kindly be adjusted in the next month bill and obliged."

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

Reply of the Respondent

The Assistant Engineer (Diglipur), Electricity Department on behalf of the Respondent in his written submission letter dated 12/06/2025 stated that: An order passed by the CGRF and the same is received by this office on 04/06/2025 Vide EL/AE(W/Shop)/2- 16/2024-25/101 Dated 29/05/2025 regarding Consumer profile, Smart Meter detailed report collect from EESL (i.e., monthly Unit consumption



, connected load, earthing and neutral details, meter testing report etc) along with Meter Reading book from 01/2023 to till date bearing Consumer No. Y3/2241 (Domestic).

So, on 04/06/2025, direction was issued to the concerned Junior Engineer (Aerial Bay), Diglipur (enclosing the CGRF letter No. AN/CGRF/10-396/765 Dated 26/05/2025 to furnish a reply immediately on the complaint/grievance,

Refer to the reply letter submitted by the JE(A/Bay) vide Letter No EL/JE/AB/2-4/2025-26/436 Dated 10/06/2025, it is learnt that the complaint lodged by Shri. R.C. Mandal, R/o. Kalipur village, Diglipur bearing Consumer No Y3/2241 stated that by mistake during online payment of Electric bill for the month of March 2025 amount of Rs. 1,538/- has been paid by complainant instead of Rs. 624/-. On Verification it was found that the amount of Rs. 914/- has been paid for the electric charges for the month of 01/2025 vide receipt No PGN-412-1.28401e+006 dated 09/04/2025 and an amount of Rs. 624/- has been paid for the electric charges for the month of 02/2025 vide receipt No. PGN-412-1.28401e+006 dated 09/04/2025 by the Complainant. There is no excess payment being shown in the WBBS website. The Energy meter of bearing Consumer account no. Y3/2241 is a normal digital meter. Now the consumer profile and the meter reading details w.e.f 01/2023 to 05/2025 are enclosed herewith for your ready reference."

The Respondent has submitted photocopies of Consumer profile, Meter Reading record and Inspection Report, which is kept in the case file (Exbt. -3).

Respondent's Statement

The Assistant Engineer and Junior Engineer from Aerial Bay Section, in response to the complaint, clarified that the consumer had made two valid payments on 09/04/2025 - ₹914/- and ₹624/-, which corresponded to the bills of January and February 2025 respectively. No excess payment was made for March 2025, and all entries were accurately reflected in the billing system. Additionally, the IT team confirmed that a refund of ₹900/- had already been credited to the consumer's account prior to his filing of the complaint. Based on these facts, the department found no merit in the consumer's claim.

Forum's Observation

The Forum observed that the complainant was absent due to illness and requested for adjournment of the case, anyway the case was taken up for hearing on the fixed day as the respondents were present. The complainant bearing Consumer Account No. Y3/2241 initially paid an amount of ₹ 900/- paid on 11/03/2025 at 9.09 PM through online and received a confirmation that transaction was successful. But as per the bank statement submitted by the IT wing the amount was re deposited to his account on 16/03/2025 and the same was acknowledged by the complainant also. Due to refund of above amount the system will generate arrear bill for January 2025 as 914/- with surcharge and the

monthly bill amount of February 2025 as 624/- and thus the total amount of ₹1538/- was reflected in WBBS portal while making the payment by the complainant on 9/04/2025.

Hence the Forum observed that there was no advance payment with the respondent, thus the case is closed without any merits.

Hence,

It is Ordered:

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

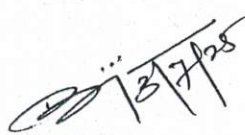
1. The Complaint No. ANI/CG No. 09/2025 is hereby closed without any merits.
2. The complainant is advised to verify banking statements correctly before lodging any such complaints in future to avoid wasting of valuable time for the respondent and the Forum.
3. The Forum directs the respondent to provide proper communication to the consumers regarding online payment issues timely.
4. The Forum directs the respondent to promote maximum online payments and make awareness to the consumer on using digital payment platforms carefully. A helpdesk should be made available at section offices to handle such basic clarifications.
5. The Forum directs the respondent to update the daily online transactions in consultation with bank and reconcile on daily basis.
6. The Forum directs the respondent should maintain a proper records of monthly collection of online payments.
7. Forum appreciates the IT Wing for timely verification and confirmation of the refund status.
8. 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.
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.

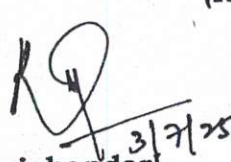


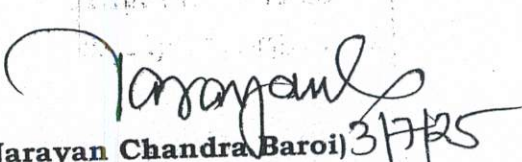
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF

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