

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:

Ms. P. Latha, R/o Dairy Farm, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 16/2025 dated 01/07/2025.
Complaint : Excess billing bearing Consumer No. F1/7013 (Domestic)
Date of Order : 11/07/2025

ORDER

Background

Ms. P. Latha, R/o Dairy Farm, Sri Vijaya Puram, South Andaman, filed a complaint vide R.D. No. 1232 dated 01/07/2025 regarding any billing discrepancies towards the Consumer No. F1/7013 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 02/07/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-II (HQ), Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was endorsed to the complainant for information and for attending the hearing on 18/7/2025 at 10.30 am in the hearing hall of the electricity CGRF building at Horticulture Road, Haddo, Sri Vijayapuram. (Exbt. -1).

Statement of the Complainant

Ms. P. Latha, R/o Dairy Farm, Sri Vijaya Puram, South Andaman stated in her complaint dated 01/07/2025 stated that "Respected Sir/Madam, I am writing to formally lodge a complaint regarding the unusually high electricity bills being charged for the past one year in comparison to previous years. Upon enquiring with the concerned electricity staff, I was informed that the electricity meter bearing Consumer Number: F1/7013 is not functioning properly.



I have made several attempts to register this complaint through the online portal, but unfortunately, those attempts were unsuccessful.

Therefore, I kindly request your department to look into this matter at the earliest, initiate necessary action to rectify the faulty meter, and reimburse the excess amount that may have been charged due to this issue.

I look forward to your prompt response and an early resolution of the matter."

Complainant's Withdrawal Statement

Ms. P. Latha, R/o Dairy Farm, Sri Vijaya Puram, South Andaman stated in her withdrawal affidavit statement dated Nil stated that:

"I, Smti. P. Latha, R/o. Dairy Farm (Ward No. 14), Adjacent to Community Hall Sri Vijaya Puram Tehsil, South Andaman District, do hereby solemnly affirm and declare as follows: -

1. That I am the complainant in the complaint bearing No.ANI/ CGRF/10-403/788 dated 02/07/2025, filed before the consumer Grievance Redressal Forum (CGRF), regarding excess billing under consumer number F1/7013.
2. That the said complaint was acknowledged by the Forum vide letter ANI/ CGRF/10-403/792 Dated 04/07/2025.
3. That subsequent to the registration of my complaint, the Assistant Engineer (AE) and Junior Engineer (JE) of the Electricity Department visited my house premises and conducted an inspection in accordance with my grievance.
4. That following the inspection, my grievance regarding excess billing was addressed to my satisfaction and the issue has been amicably settled outside the Forum.
5. That in light of the amicable settlement, I no longer have any grievance against the Electricity Department and therefore wish to formally withdraw my complaint.
6. That there is no further dispute pending between me and the Electricity Department regarding this matter.
7. That I am executing this affidavit to formally withdraw my complaint from the Consumer Grievance Redressal Forum (CGRF).
8. I hereby declare that the above statements are true and correct to the best of my knowledge and belief, and that nothing material has been concealed therein." (Exbt. -2).

Forum's Observation

The issue originated when the complainant, Smti. P. Latha began noticing a sharp and unexplained increase in her monthly electricity bills starting around mid-2024. Initially assuming it could be due to seasonal factors or increased appliance use, she continued paying the bills.

However, over time, the bills remained consistently high, even during months when electricity usage was minimal. This led her to suspect that the problem might be technical in nature rather than related to actual consumption.

She approached the local electricity office, where she was informed verbally that her electricity meter might not be recording units correctly and could be over-registering consumption. Acting on this information, she attempted to raise a formal complaint via the department's online complaint system but was unsuccessful multiple times due to portal-related errors or non-responsiveness.

Unable to resolve the matter through routine channels, and with her financial burden increasing month after month due to inflated bills, she chose to escalate the matter to the Consumer Grievance Redressal Forum (CGRF).

Her complaint was officially registered and acknowledged by the CGRF. An inspection was later carried out by departmental engineers, which led to the resolution of her grievance. Following the inspection and corrective action, she filed an affidavit of withdrawal, stating that her concerns had been resolved amicably.

The complainant, Smti. P. Latha, a resident of Dairy Farm (Ward No. 14), adjacent to the Community Hall, Sri Vijaya Puram Tehsil, South Andaman District, submitted a formal complaint to the Consumer Grievance Redressal Forum (CGRF) regarding unusually high electricity bills for the past one year under Consumer Number F1/7013.

She stated that, upon inquiry with the concerned staff of the Electricity Department, it was brought to her notice that the electricity meter installed at her premises was not functioning properly, which could be the cause of the excessive billing.

Smti. Latha made several efforts to register her complaint through the department's online complaint portal, but all her attempts were unsuccessful due to technical issues. Left with no alternative, she approached the CGRF seeking necessary action, which included:

Inspection and rectification or replacement of the faulty electricity meter, and Reimbursement or adjustment of any excess billing amounts resulting from the meter's malfunction. She urged the department to treat the matter with urgency and ensure timely resolution.

The Consumer Grievance Redressal Forum (CGRF) took cognizance of the complaint filed by Smti. P. Latha under Complaint No. ANI/CGRF/10-403/788 dated 02/07/2025, which was duly acknowledged through letter No. ANI/CGRF/10-403/792 dated 04/07/2025.



Subsequent to the registration of the complaint, a field inspection was conducted at the complainant's premises by the Assistant Engineer (AE) and Junior Engineer (JE) of the Electricity Department. The inspection addressed the concerns raised by the complainant and led to an amicable settlement of the issue outside the Forum.

The complainant then submitted a formal affidavit, stating that the matter had been resolved to her satisfaction and that she no longer had any grievance against the respondent. She also confirmed that no dispute was pending and requested to withdraw her complaint.

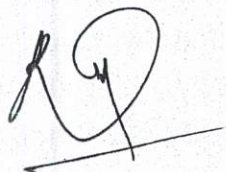
Based on the affidavit and the resolution of the matter, the Forum dismissed the complaint as withdrawn.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 16/2025, in view of the request of the complainant, the complaint is dismissed as withdrawn. In addition to accepting the withdrawal of the complaint, the Forum issued the following directions to the complainant for future safety and prevention.
2. The complainant is advised to install an Earth Leakage Protective Device (ELPD) at her premises to detect and prevent any earth leakage, which could lead to excessive power consumption or electrical hazards.
3. The complainant should conduct periodic checks of the internal electrical wiring and the condition of the electricity meter to ensure accurate billing and safety.
4. The Forum directs the respondent to replace the faulty meter on priority as per the electricity supply code regulations 2018.
5. In case of any future issues, the complainant is advised to use official complaint mechanisms such as the Electricity Department's online portal or physical complaint centers and retain acknowledgment slips for future reference.
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.

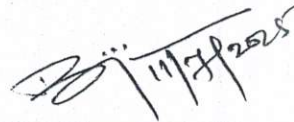


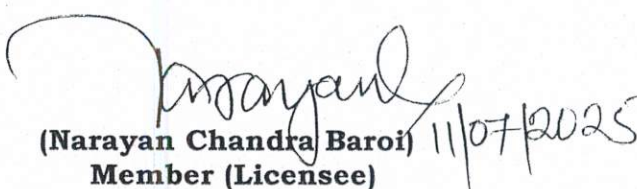
7. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
8. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

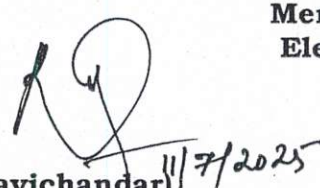
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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