

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

Before:

Shri. Amarjeet Singh Saini, Chairman.
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Ms. C.H. Zeenath Bibi, R/o Aberdeen Bazaar, Sri Vijaya Puram Tehsi, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 17/2026 dated 09/07/2026
Complaint : Excess Billing bearing Consumer No. C1/1684
Date of Hearing : 09/09/2026
Date of Order : 10/09/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 120 dated 09/07/2026 regarding Excess Billing bearing Consumer No. C1/1684 (Domestic).

The complaint was registered as ANI/C.G. No. 17/2026. However, the Forum could not process the case due to non-appointment of the Chairperson and Member (Distribution Licensee), and the grievance was accordingly kept in abeyance until the prescribed quorum was constituted. Subsequently, pursuant to the A&N Admn. Office Order No. 2200 dated 18/08/2026, the Chairperson and Member (Distribution Licensee) were appointed. Accordingly, the Chairperson, CGRF reported for duty on 24/08/2026. However, the Member (Distribution Licensee) has not yet reported for duty, as he has not been relieved off from his present place of posting till date.

Upon reporting for duty by the Chairman, the Forum decided to take up the grievance kept in abeyance for hearing and, accordingly, forwarded the grievance vide letter No. ANI/CGRF/10-459/111 dated 25/08/2026 to the Nodal Officer (CGRF), EE (HQ) and AE-I, Elect. Dept., hereinafter the respondent for submitting all documents pertains to the complaint and for attending the Hearing fixed on 09/09/2026 at 10:30 a.m. in the Electricity

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CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram along with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the aforesaid date, time and venue, which is kept in case file as **Exbt.-1**.

The Nodal Officer (CGRF)'s vide letter No. EL/AE(W/shop)/2-16/2026-27/167 dated 03/09/2026 whereby enclosed AE-I(HQ)'s letter No. EL/AE/SD-I/HQ/25-6/2026/921 dated 03/09/2026 regarding submitting his reply/comments, which were received by the Forum vide R.D No. 146 dated 03/09/2026, which is kept in case file as **Exbt.-2**.

Hearing on 09/09/2026

The Hearing was held on 09/09/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Ms. C.H. Zeenath Bibi, Complainant (Absent).
- (ii) Shri. J. Jayakumar, AE (W/Shop), NO(CGRF), Elect. Dept.
- (iii) Shri. Naveen Lall, AE-I, Elect. Dept.

Statement of the Complainant

The complainant stated in her complaint letter dated 09/07/2026 that "I, C.H. Zeenath Bibi, resident of DAG Colony, (Type-II Government Quarter) near Kendriya Vidyalaya No.1, Sri Vijaya Puram respectfully submit this complaint seeking redressal of my grievance regarding the repeated issuance of highly excessive and unrealistic electricity bills by the Electricity Department.

Sir, it is to mention that I have been allotted Govt. Quarter in the DAG Colony during April 2025. And I took possession of the said quarter on 26/04/2025 but I physically occupied on 05/06/2025 due to the repair works carried out by APWD.

Sir I have been issued my first Electricity Bill for the month of August 2025. Details of the Electric bill issued to me as under:-

Bill for the Month	Unit Consumption	Amount
08/2025	351 Unit	2507.00
09/2025	334 Unit	2345.00
10/2025	Billing mission	2830.00
11/2025	412 Unit	3391.00
12/2025	428 Unit	3583.00
01/2026	435 Unit	3667.00
02/2026	400 Unit	3296.00
03/2026	546 Unit	4999.00
04/2026	453 Unit	4223.00
05/2026	673 Unit	7061.00

My first written complaint was submitted on 18/02/2026 regarding the abnormal electricity bills being issued to my quarter. Thereafter, I made several verbal complaints during March and April 2026, but no corrective action was

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taken. Subsequently, I submitted another written complaint on 09.05.2026 requesting verification of my electricity meter and billing.

Pursuant to my complaint, a testing meter was installed on 12/05/2026. After one month of observation, i.e. on 12/06/2026, the testing meter recorded a consumption of only 310 units, which clearly indicates that the actual electricity consumption is much lower than the units reflected in the regular electricity bills.

Despite this, I have been issued an electricity bill for May 2026 amounting to Rs. 7,061/- for 673 Units, which is highly excessive and unrealistic. This clearly shows that my repeated complaints and the findings of the testing meter have not been given due consideration.

I have exhausted all available remedies by repeatedly approaching the concerned Junior Engineer both verbally and in writing. However, no satisfactory action has been taken, and I continue to receive inflated electricity bills, causing me severe financial hardship and mental distress.

I further submit that the calculation of the electricity bill also seems to be incorrect. On verification of the bills issued to me, I have observed that the unit wise energy charges do not appear to correspond with the latest tariff Order/circular issued by the electricity Department. This gives rise to a reasonable apprehension that the applicable tariff has either not been correctly applied or there may be an error in the calculation of the bill.

I, therefore, request the Hon'ble Consumer Grievance Redressal Forum to:

1. Admit this complaint and inquire into the matter.
2. Direct the Electricity Department to verify my electricity meter, testing meter records, and billing calculations.
3. Set aside and revise the excessive electricity bills based on the actual recorded consumption.
4. Direct the Electricity Department to issue corrected bills and adjust any excess amount already charged.
5. Pass any other order deemed fit in the interest of justice.

I shall be grateful for your kind intervention and early disposal of my grievance”.

The complainant enclosed photocopies of AE-I's letter dated 19/05/2025, online application no. 29850 dated 10/05/2026, Quarter Occupation Report dated 28/04/2025, Quarter Allotment Order dated 984 dated 17/04/2025, Urja Pay online receipt dated 12/12/2025, Representations submitted to JE (Phoenix Bay) dated 18/02/2026 and 09/05/2026 and Electricity bills.

Reply of the Respondent

The AE-I(HQ) submitted his reply on behalf of the respondent vide letter No. EL/AE/SD-I/HQ/25-6/2026/921 dated 03/09/2026 stated that “the para-wise comments respect of the Complaint/Representation No. ANI/CG No, 17/2026 dated 09/07/2026, filed by Smti C.H. Zeenath Bibi, Consumer No. C1/1684, before the Electricity Consumer Grievance Redressal Forum (CGRF),

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has been received from the Junior Engineer, Phoenix Bay Site Office vide letter no. EL/JE/P.BAY/F-33/26-27/126 dated 02/09/2026 (Enclosed).

It is reported that the consumer's grievance regarding the functioning of the energy meter was addressed by conducting a test using a calibrated test meter, and no abnormality defect or inaccuracy was observed in the installed meter. The consumer subsequently expressed satisfaction with the test results and cleared the outstanding electricity dues.

Further, the consumer has filed an Affidavit before the Hon'ble Chairman, CGRE, withdrawing Complaint/Representation ANI/CG No. 17/2026 dated 09/07/2026, stating that the matter has been amicably settled between the parties.

In this connection, copies of the para-wise comments, Consumer Ledger Sheet, Electricity Bill, Online Application and Affidavit for withdrawal of the Complaint/Representation are enclosed herewith for kind perusal and further necessary action.

The same is, therefore, forwarded to your good office for kind information consideration and further necessary action at your end, please".

The respondent enclosed photocopies of JE's letter dated 02/09/2026, Complainant representation letter dated nil, Affidavit for withdrawal of complaint dated nil, Electricity bills, Consumer Ledger and online application No. 29850 dated 10/05/2025.

Submission of the Complainant

The complainant, Ms. C.H. Zeenath Bibi, was absent during the hearing but an affidavit for withdrawal was submitted in meantime. However, her complaint dated 09/07/2026 was taken on record and treated as her statement/submission before the Forum.

Submission of the Respondent

During the hearing, Shri Naveen Lall, AE-I, Electricity Department, appeared on behalf of the respondent and submitted that the grievance of the complainant regarding the functioning of the energy meter and consequential billing had been examined and redressed. He submitted that the meter was tested with a calibrated testing meter and no abnormality, defect or inaccuracy was found in the installed meter. He further submitted that the complainant had expressed her satisfaction with the test result and had cleared the outstanding electricity dues.

The respondent further submitted that the complainant had submitted an Affidavit for withdrawal, wherein she stated that the grievance had been resolved to her satisfaction and requested the Forum to treat the complaint as closed.

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Forum's Observation

The Forum has carefully considered the complaint dated 09/07/2026, the documents available on record, the reply/para-wise comments submitted by the respondent vide letter dated 03/09/2026 and the submissions made during the hearing.

The Forum noted that the grievance of the complainant related to alleged excessive electricity consumption/billing and the accuracy of the energy meter installed against Consumer No. C1/1684. The record reveals that the complainant's grievance, the meter was tested through a calibrated testing meter by the respondent, no abnormality, defect or inaccuracy was found in the installed meter. The respondent has further submitted that the complainant expressed satisfaction with the test result and subsequently cleared the outstanding electricity dues.

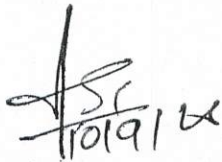
The Forum also takes note of the Affidavit for Withdrawal submitted by the complainant before the Forum vide R.D. No. 161 dated 09/09/2026, whereby she has stated that the matter has been amicably settled and requested withdrawal and closure of the complaint, which is kept in the case file as **Exbt.-3**.

In this regard, **Clause 23 of the JERC (CGRF and Ombudsman) Regulations, 2024** provides that *"The Forum may settle any grievance in terms of an agreement reached between the parties at any stage of the proceedings before it."* Further, **Clause 26(2)** provides that reasons are to be recorded where the final order is passed on the basis of a settlement and specifically requires that the settlement be submitted through affidavit.

The Forum also notes that the **JERC (Electricity Supply Code) Regulations, 2018** prescribe a specific mechanism for examination of a consumer's allegation regarding meter accuracy. Under **Clause 6.34 to 6.39**, the Licensee is required to test the meter where its accuracy is in doubt, provide due notice of testing, maintain the test report and communicate the test result to the consumer. **Clause 6.40** further provides that where a consumer disputes the testing result, the consumer may approach the Consumer Grievance Redressal Forum.

In the present case, the complainant has not disputed the reported test result. Rather, the material placed before the Forum, including the Affidavit for Withdrawal dated 09/09/2026, indicates that the grievance has been resolved to her satisfaction and that she does not wish to pursue the complaint further.

In view of the above, the Forum is of the considered view that the grievance raised by the complainant has been redressed and the matter has been amicably settled between the parties. Since the complainant has



voluntarily sought withdrawal and closure of the complaint, no further adjudication on the merits of the original grievance is warranted.

Accordingly, the Forum accepts the withdrawal of Complaint/Representation No. ANI/CG No. 17/2026 dated 09/07/2026 and proceeds to dispose of the matter accordingly.

Hence,

It is ordered:

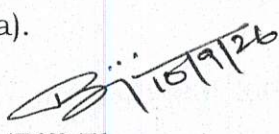
After detailed deliberations, submissions and documents produced before the Forum, and based on the observation so reached, the following Order is passed: -

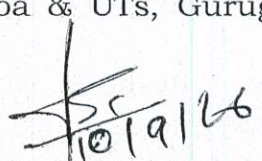
1. Complaint/Case No. ANI/CG No. 17/2026 is hereby closed as withdrawn/settled, in view of the Affidavit for withdrawal submitted by the complainant, stating that her grievance has been resolved to her satisfaction, hence, no further direction is called for in the matter.
2. The complainant shall not 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 (Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-I, 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


(Amarjeet Singh Saini)
Chairman
Electricity CGRF

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