

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 (JERC Nominated).

In the matter of:

Shri. M.P. Saravanan, R/o Pahargaon village, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/362/24-25/39 dated 24/10/2024
Complaint : Excess Billing bearing Consumer No. H1/8771 (Domestic)
Date of Hearing : 11/11/2024
Date of Order : 14/11/2024



ORDER

Background

The complainant Shri. M.P. Saravanan, R/o Pahargaon village, Sri Vijaya Puram, South Andaman filed a complaint vide R.D. No. 832 dated 24/10/2024 regarding excess billing bearing Consumer No. H1/8771 (Domestic).

The complaint was forwarded on 24/10/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(HQ), Assistant Engineer-III(HQ), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 11/11/2024 at 10:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Sri Vijayapuram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 11/11/2024 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e., Assistant Engineer-III(HQ), Electricity Department filed his letter No. EL/AE/PP/1-12/24-25/1329 dated 08/11/2024 forwarded through AE(W/Shop), which was received by the Forum on 08/11/2024, which is kept in case file (**Exbt. -1**).

Hearing on 11/11/2024

The Hearing was held on 11/11/2024 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. K.R. Selvaraj, Authorized by the Complainant.
- (ii) Shri. Naveen Lall, AE(III), Elect. Dept.
- (iii) Shri. Dipak Kr. Singh, JE(PP-I), Elect. Dept.
- (iv) Shri. B. Kumar, DRM, Elect. Dept

Statement of the Complainant

Complainant Shri. M.P. Saravanan stated in his complaint letter dated 24/10/2024 that:

1. "the undersigned applicant, M.P. Saravanan, residing at Pahargaon village. Sri Vijaya Puram, Consumer No. H1/8771 (Domestic), wish to bring to your attention the issues of excessive electricity billing from January to October 2024

I have noticed an unusual spike in my electricity consumption from January to August 2024, and the bill for September and October 2024 is still awaited. Below are the consumption details:

Month/Year	Unit Consumption
06/2023	130 units
07/2023	132 units
08/2023	125 units
09/2023	132 units
10/2023	125 units
11/2023	120 units
12/2023	125 units
01/2024	200 units
02/2024	265 units
03/2024	276 units
04/2024	246 units
05/2024	264 units
06/2024	270 units
07/2024	295 units
08/2024	490 units
09/2024	Bill not generated
10/2024	Bill not generated

Before January 2024, my monthly consumption remained consistently around 120-140 units. The sudden increase in consumption is disproportionate, and I have not added any additional electrical equipment during this period. I have repeatedly informed the JE at the Site Office, Prothrapur, and he assured me that the issue would be resolved at the earliest. However, no action has been taken, and my unit consumption continues to raise each month.

Finally, on 02/08/2024, I submitted a written complaint to the AE-III, Electricity Department, but all are vain as even after lapse of more than 2 months, no action has been taken till date. According to JERC Regulation No. 23/2018, it is the duty of the meter reader to inspect the meter every two

months and inform the consumer in writing if any discrepancy is found. This has not been done, even after my complaint. Now, I am paying huge amount for consumption, I believe is inaccurately measured. Furthermore, I have noticed that my electricity bill shows a single-phase connection, whereas I have a 3-phase connection. I request that this discrepancy be rectified at the earliest.

Prayers

1. A thorough inspection of the energy meter to identify the defects.
2. The bill should be revised based on actual consumption from January to October 2024.
3. If the meter is found defective, it should be replaced, and excess payment made by me should be recovered from the responsible person and adjusted in my future bills.
4. Necessary action should be taken against responsible officials for failing to address my complaint, submitted on 02/08/2024, in a timely manner.
5. I had a 3-phase connection, but the bill shows a single phase connection. Please rectify this discrepancy at the earliest.
6. I seek compensation for the mental, physical and financial distress caused due to the ongoing billing issues, as per the applicable rules and guidelines.
7. Due to my unavailability, as I am currently working as a SEAMAN on a mainland ship, I hereby authorize Mr. P. Sundara Rao (Aadhaar ID enclosed) to represent me before the Forum and make submissions on my behalf.

I would be grateful for your prompt attention to this matter. Kindly do the needful at the earliest and issue a fair order as per the above prayer. I shall ever remain grateful to you."

The complainant submitted copies of complaint letter addressed to AE(III), Elect. Dept., bill details, e-bill copies and Aadhaar card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer- III(HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission vide letter No. EL/AE/PP/1-12/24-25/1329 dated 08/11/2024 has stated that: -

"The Junior Engineer, Prothrapur site Office vide his letter no. F.No. EL/JE/PP-I/ 2-3/24-25/336 dt. 05/11/24 (enclosed) in which he has mentioned that a consumer Shri M. P. Saravanan with account no. H1/8771 (domestic) electric billing done as per meter reading and earthing of consumer premises checked and found okay.

In response to the letter received from the Junior Engineer (PP-I) site office letter no. EL/JE/PP-I/ 2-3/24- 25/336 dt. 05/11/24 (enclosed).

As directed by the forums the following documents submitted as follows:



- 1) Meter reading chart (copy enclosed).
- 2) Consumer ledger. 01/2022-08/2024 (copy enclosed).
- 3) Meter reading book 01/2022-08/2024 (copy enclosed).
- 4) Meter testing report. (Copy enclosed)."

The Respondent/Licensee (ED) has submitted consumer ledger, monthly consumption data, meter reading copies, check meter testing report, which is kept in the case file(**Exbt. -3**).

Submission of the Complainant

M.P. Saravanan, a consumer from Pahargaon village, reported a significant, unexplained increase in electricity usage starting in January 2024. Prior to this, his monthly consumption was consistent at around 130 units. The spike in usage, peaking at 490 units in August, raised suspicions, as he had not added any new electrical appliances. Saravanan contacted the JE at Prothrapur and later submitted a written complaint to the AE. Despite these efforts, no action was taken. Additionally, he noted that his billing information incorrectly indicates a single-phase connection instead of the three-phase connection he has. Saravanan requests a thorough inspection and correction of billing, meter accuracy verification, and compensation for the inconvenience and stress caused by the unresolved billing issues. Since he is away on work, he has appointed Mr. P. Sundara Rao as his representative in this matter.

Submission of the Respondent (Licensee)

The Junior Engineer (JE) from Prothrapur Site Office issued a report on November 5, 2024, affirming that the billing for consumer M.P. Saravanan, account number H1/8771, was based on proper meter readings and accurate calculations. Additionally, a check of the earthing system at Saravanan's property revealed no issues. The JE provided supporting documentation, including a detailed meter reading chart, consumer ledger, and a meter testing report, which collectively indicate that the meter readings and billing were correctly conducted as per departmental standards.

Forum's Observation

M.P. Saravanan, a resident of Pahargaon village and a domestic electricity consumer (Consumer No. H1/8771), reported a sudden increase in electricity consumption beginning in January 2024. Previously, his monthly usage averaged between 120 and 140 units, but from January to August 2024, his monthly units surged unexpectedly, peaking at 490 units in August. Despite reaching out to the Junior Engineer (JE) at the Prothrapur Site Office multiple times and submitting a formal complaint to the Assistant Engineer (AE) on August 2, 2024, no corrective action was taken. Saravanan also highlighted that his bill incorrectly reflects a single-phase connection when he has a three-phase connection. He requests a comprehensive inspection of the meter, a recalculated bill based on accurate consumption, replacement of the



meter if found defective, disciplinary action against responsible officials, and compensation for the distress caused. As he is currently employed on a mainland ship, he has authorized Mr. P. Sundara Rao to represent him in this case.

The Junior Engineer from Prothrapur Site Office submitted a report on November 5, 2024, confirming that M.P. Saravanan's electricity bills were generated based on accurate meter readings. Earthing at the complainant's premises was verified and found to be functioning correctly. In support of this statement, the JE provided the following documents: the meter reading chart, consumer ledger, meter reading book from January 2022 to August 2024, and a meter testing report, which collectively indicate that the meter is functioning as expected.

The forum reviewed the statements and documents provided by both parties. The complainant had delegated representation to K.R. Selvaraj, who presented the case that Saravanan's electricity consumption had sharply increased beginning in January 2024 without any new appliances being added. Notably, the August 2024 bill showed an unusually high consumption of 490 units. The respondent, representing the electricity department, asserted that the meter was tested using a parallel meter and found to be accurate. During a site visit on November 9, 2024, the forum noted that consumption remained around 200 units per month, consistent with current readings.

Forum's Directions

1. Conduct a load survey and provide the report to the complainant, detailing daily consumption for August 2024 to address concerns over high usage.
2. Continue monitoring monthly usage to confirm if the consumption aligns with the consumer's typical pattern.
3. Update the complainant's account to correctly reflect a three-phase connection if verification confirms that his premises use such a connection.
4. No immediate replacement of the existing meter is required as it was found accurate; however, ensure priority replacement with a smart meter as soon as stock becomes available.
5. Address the complaint formally, keeping the consumer informed of all actions taken in response to his issues.

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. 362 is hereby closed without any merits with specific direction to the Respondent/Licensee (ED).
2. The Respondent/Licensee (ED) is directed that no immediate replacement of the existing meter is required as it was found accurate; however, ensure priority replacement with a smart meter as soon as stock becomes available.
3. The Respondent/ Licensee (ED) is directed to update the complainant's account to correctly reflect a three-phase connection if verification confirms that his premises use such a connection.
4. The complainant is suggested to install an Earth Leakage Protective Device (ELPD) to prevent any leakage and protect the electrical equipment.
5. 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. 26/2019 under Clause 27(1). **Further, from Sl. No. 2&3 of the above said directions compliance should be provide with supporting documents, if any.**
6. As per JERC Regulation No. 31/2024 under Chapter-III, 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.
7. 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**".

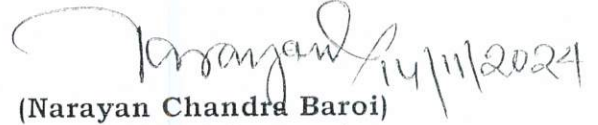
[Annexure – IV Appeal Form can be collected from the office of the Form any of the working days].



A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-III(HQ), 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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