

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

Before:

Shri. R. Ravichandar, Chairman.
Vacant - Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Y. Lazar, R/o Dollygunj, Sri Vijaya Puram, South Andaman

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 33/2025 dated 17/11/2025.
Complaint : Excess Billing (Domestic)
Date of Hearing : 03/12/2025
Date of Order : 10/12/2025



ORDER

Background

The complainant shri Y. Lazar R/o Dollygunj filed a complaint vide R.D. No. 1435 dated 17/11/2025 regarding Excess Billing (Domestic).(**Exbt.-1**)

The complaint was registered as ANI/C.G. No. 33/2025 and forwarded on 17/11/2025 vide letter No. ANI/CGRF/10-420/919 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-II(HQ), Electricity Department hereinafter referred as the respondent for submitting reply/comments and attending the Hearing fixed on 03/12/2025 at 10:30 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 03/12/2025 at 10.30 a.m.

The respondent, vide his letter No. EL/AE/SD-II/1-29/2025-26/535 dated 28/11/2025 with enclosures submitted reply / comments, which was received by the Forum vide R.D No. 1447 dated 01/12/2025 respectively.(**Exbt-2**)

The complainant, vide his letter dated 01/12/2025 has withdrawn his complaint, which was received by the Forum vide R.D No. 1455 dated 01/12/2025 (the letter is kept in case file) (**Exbt. - 3**).

Statement of the Complainant

The complainant stated in his complaint letter dated 17.11.2025 that "Stuck meter for my consumer accounts (consumer Nos. G2/2173, G2/2183 & G2/2255) has not been functioning for more than 1 1/2 year and the same was informed to the site office from time to time and they inform that meter is not available in stock. Relief sought from the forum is that stuck meter replaced immediately and Excess payment made by me be adjusted in future bills please."

The complainant stated in his withdrawal letter dated 01.12.2025 that "With due respect, I, Y. Lazar, resident of Dollygunj, Sri Vijaya Puram, would like to state that I wish to withdraw my complaint submitted vide R.D. No. 1435 dated 17/11/2025 regarding non-replacement of smart meter, as the said work has since been completed by the concerned department.

Therefore, it is requested that my withdrawal request may kindly be accepted and further enquiry in this regard may please be dropped."

The complainant enclosed photocopies of letter submitted to the AE-II(HQ) dated 08.08.2025, e-Bill details and Aadhar card as ID proof, which is kept in the case file (**Exbt. -3**).

Reply of the Respondent

The Respondent submitted para-wise comments vide letter No. EL/AE/SD-II/1-29/2025-26/535 dated 28/11/2025 which states as follows:-

1. All three service connections are equipped with Smart Energy Meters currently maintained by EESL under their O&M obligations. Non-functionality of the meters has been regularly communicated to EESL as per the provisions of the Service Level Agreement. However, the response from EESL has been unsatisfactory and replacements are still pending. It has been learnt from the work section of the Electricity Department that in all such cases service charge limits linked to operational energy meters are being paid and the corresponding amount against the non-functional energy meter is not considered while releasing the payment.

2. Billing of the three connections is presently being carried out as per the relevant JERC Regulations, wherein average consumption is adopted for billing when the meter is in a non-functional state. All such calculations have been verified with past functional meter readings.

3. Ledger extracts, energy meter data received from EESL, and other supporting documents as directed by the Hon'ble Forum have been enclosed.

It may be noted that the average units showing monthly consumption of the corresponding connections appear to be consistent with the demand and load factor. Hence, the excess billing claimed by the consumer is completely on a

presumptuous ground. In order to assess the current energy consumption, check meters were installed in all three premises, and the readings detailed are enclosed.

It can be seen that the actual consumption of all the three connections is more/less same as the average units being billed; hence the case of overbilling does not stand.

However, the replacement of energy meters shall be taken up on priority to maintain accurate metering and billing.

This is for your kind information and further necessary action please."

The Respondent enclosed photocopies of consumer profile, monthly consumption data, inspection report, meter reading record, mail to the EESL dated 25.11.2025 and meter testing report, which is kept in the case file.

Forum's Observation

The Forum observes that the grievance raised by Shri Y. Lazar, resident of Dollygunj, Sri Vijaya Puram, regarding the prolonged non-functionality of smart energy meters installed at his three consumer accounts (Consumer Nos. G2/2173, G2/2183, and G2/2255). According to the complainant, the meters had remained stuck and non-functional for more than one and a half years.

Though the complainant was regularly submitting his concerns, he was informed on multiple occasions that replacement meters were not available in stock. In the absence of functional meters, billing continued based on average consumption, which the complainant believed resulted in excess billing. Consequently, he approached the Hon'ble Consumer Grievance Redressal Forum (CGRF) seeking timely replacement of the defective meters and adjustment of excess billing, if any.

As per the Electricity Supply Code Regulations 2018, the defective meter should be replaced within three months and cannot issue bills based on the average consumption beyond this period. Failure to comply result in responsibility as per section 55 of the Electricity Act 2003. The respondent replied that non functionality of the meters has been regularly communicated to the EESL as per the service level agreement signed between respondent and EESL. Since the response from EESL has been reported unsatisfactory and the replacement of faulty meters are still pending with repeated reminders. The contract obligation between the respondent and EESL cannot be reflected on the bills of the consumers in this manner.

Hence the Forum directs the respondent to take up the issue with the appropriate authority to take immediate action against EESL and to replace all the faulty smart meters on time without effecting the consumers billing and to meet the regulation of 7.12 as per the JERC Electricity Supply Code 2018.



The Forum also observed that the respondent has replaced all the faulty smart meters by ordinary meters on priority to maintain accurate metering and billing to meet the demands of the complainant and on being satisfied by the complainant withdrew his complaint filed before the Forum vide letter dated 1/12/2025.

Hence the Forum decided to close the case as withdrawn.

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: -

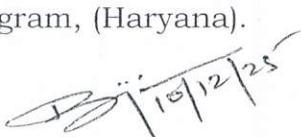
1. In view of the request of the complainant, the complaint is dismissed as withdrawn.
2. The complainant is advised to install an ELPD (Earth Leakage Protective Device) to ensure electrical safety and reduce risk of leakage currents.
3. The Forum directs the respondent to take up the issue of non-replacement of faulty smart meter with the appropriate authority to take immediate action against EESL and to replace all the faulty smart meters on time without effecting the consumers billing and to meet the regulation of 7.12 as per the JERC Electricity Supply Code 2018.
4. The Respondent shall strictly avoid continuing the average billing beyond three months for the defective meters. All similar cases of stuck or non-functional meters must be identified and addressed proactively within predefined timelines.
5. 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.
6. 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.
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.



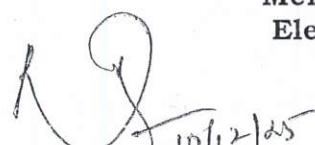
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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

(Vacant)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

xxxx