

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:

Smti. Gouri Bala Biswas, R/o Prem Nagar, Sri Vijaya Puram, South Andaman.
.....Complainant

Versus

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

Complaint No. : ANI/CG No. 54/2025 dated 28/01/2025.
Complaint : Excess billing bearing Consumer No. B/4456 (Domestic)
Date of Hearing : 13/02/2025
Date of Order : 14/02/2025



ORDER

Background

Smti. Gouri Bala Biswas, R/o Prem Nagar, Sri Vijaya Puram, South Andaman, filed a complaint vide R.D. No. 964 dated 28/01/2025 regarding revising the excess electricity charge bills and to charge minimum amount towards the Consumer No. B/4456 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 29/01/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer -I(HQ), 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-I (HQ), Elect Dept., vide his letter No. EL/AE/SD-I/HQ/25-4/2025/1036 dated 04/02/2025 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was forwarded through AE(W/Shop) and received by the Forum vide R.D No. 977 dated 05/02/2025 (the letter is kept in case file) (*Exbt.-1*).

Hearing on 13/02/2025

The Hearing was held on 13/02/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Smti. Gouri Bala Biswas, Complainant.
- (ii) Shri. Sukumar Das, Complainant representative.
- (iii) Shri. Naveen Lall, AE-I, Elect. Dept.
- (iv) Shri. Anuj Kishen, JE, Elect. Dept.
- (v) Shri. Avijit Nawi, LMMR.

Statement of the Complainant

Complainant Smti. Gouri Bala Biswas, R/o Prem Nagar, Sri Vijaya Puram, South Andaman stated in her complaint dated 28/01/2025 stated that "With due respect, I am to state that I am a holder of electric connection bearing Consumer No. B/4456 which is installed in my residential building situated at Prem Nagar, Junglighat Revenue village under Sri Vijaya Puram Tehsil.

That the room in which aforesaid electric meter is installed has been lying vacant since last four months and accordingly the electricity has not been used/consumed since last four months. Despite the aforesaid fact, the electricity charges towards the aforesaid meter has been raised by showing average units consumption of electricity. In this regard, I have already given intimation to the concerned authority to raise minimum charges bill but concerned authority is not ready to do the same and raising the bill for huge amount by showing average units consumption.

Sir, I am senior citizen aged about 85 years old and facing problem to pay huge towards the electricity charges for the aforesaid electric connection.

It is, therefore, requested that necessary order may kindly be passed to the concerned authority to revise the electricity charges bills and to charge minimum amount towards the Consumer No. B/4456 as the aforesaid electric meter has not been in use since last four months for which I shall ever remain grateful to you."

The complainant enclosed photocopies of Payment receipts and Aadhaar card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (W/shop), Nodal Officer (CGRF) on behalf of the Respondent/Licensee (ED) in his written submission letter dated 04/02/2025 stated that "Sir, This has a reference to the Complaint No. ANI/C.G. No. 54/2025 dtd. 28/01/2025 submitted by Ms. Gouri Bala Biswas, R/o Prem Nagar Village, Sri Vijaya Puram on the above-mentioned subject vide which it was directed to submit copy of extract of consumer profile, Smart Meter detailed report collect from EESL (i.e., monthly unit- consumption, connected load, earthing and neutral details, meter testing report etc) alongwith Meter Reading book from 01/2022 to till date.

In this regard, the desired reports are enclosed;

- 1. The consumer was allotted meter on 06/2022 and the copy of Meter reading book enclosed from 06/2022 to till date.*
- 2. Since Ms. Gouri Bala Biswas was allotted normal Energy Meter (single phase) the consumer profile and smart meter detail not available.*
- 3. A parallel meter has been installed on 30.01.2025 and the report will be submitted shortly.”*

The Respondent/Licensee (ED) has submitted photocopies of Meter reading record and Meter Testing report, which is kept in the case file **(Exbt.-3)**.

Complainant's Statement

Ms. Gouri Bala Biswas, an elderly resident of Prem Nagar, has brought to light a billing issue with her electric connection (Consumer No. B/4456). She reported that despite the electric meter remaining idle for the last four months—owing to the vacancy of the room in which it is installed—the utility bills continue to reflect an average consumption rate. This has resulted in excessively high charges that do not correspond to actual usage. Being of advanced age and on a fixed income, she finds it challenging to meet these inflated expenses. Ms. Biswas thus requested that the electricity department to reassess the billing, applying only the minimum charges for the period of non-consumption.

Respondent's Statement

In addressing the complaint lodged by Ms. Gouri Bala Biswas, the respondent referred to Complaint No. ANI/C.G. No. 54/2025 dated 28/01/2025. The respondent explained that following the directive, a set of documents—including the meter reading book from June 2022 onwards—was provided to substantiate the billing process. It was noted that Ms. Biswas's installation is equipped with a standard single-phase meter, thereby excluding the availability of a detailed smart meter profile. Moreover, the respondent highlighted that a parallel meter had been installed on 30.01.2025, with its corresponding report to be submitted shortly. The explanation aimed to clarify the existing billing methodology and address the discrepancies raised by the complainant.

Forum's Observation

Ms. Gouri Bala Biswas, an 85-year-old resident of Prem Nagar in the Sri Vijaya Puram Tehsil area, holds an electric connection under Consumer No. B/4456. The electric meter installed in her residential building has remained unused for the last four months because the room housing it has been vacant.



Despite the non-usage, the bills for recent months have been computed on the basis of an average daily consumption. The complainant brought this matter to the attention of the concerned authority, requesting that only the minimum charge be applied for the period of inactivity. In response, the respondent provided details regarding the meter installation and related reports. Following these submissions, the forum reviewed the case, noted discrepancies in billing calculations, and issued directions for rectification.

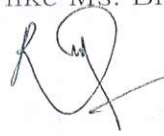
Ms. Gouri Bala Biswas stated that her electric connection (Consumer No. B/4456), located in her residential building at Prem Nagar, has been incurring unusually high bills despite no electricity consumption over the past four months. She explained that the room containing the electric meter has been unoccupied, yet the billing continues on an average consumption basis. Being a senior citizen, she is unable to bear the financial burden of these inflated charges. Consequently, she has requested that the billing authority revise the bills to reflect the minimum charges applicable for a period of non-use.

In response to the complaint lodged by Ms. Gouri Bala Biswas (Complaint No. ANI/C.G. No. 54/2025 dated 28/01/2025), the respondent submitted several documents. These included a copy of the meter reading book from the period starting June 2022, which detailed the consumption records. The respondent clarified that Ms. Biswas was provided with a standard single-phase energy meter, hence detailed smart meter or consumer profile report were not available. Additionally, it was noted that a parallel meter had been installed on 30.01.2025, and its report was to be furnished in due course.

The forum carefully reviewed the submissions and noted the following observations:

The complainant indicated that the electricity bills for October, November, and December 2024 were significantly higher than expected, given that the premises had remained vacant. A report by the Junior Engineer (JE) confirmed that the meter was functioning normally with an average consumption of approximately 1 unit per day.

However, upon detailed examination of the meter reading book and the actual bill generated through software seems to be not matching in the case of connected load and monthly consumption calculations with the existing tariff order, the Forum also discovered some calculation errors in the billing according to latest tariff order. There was also an inconsistency between the connected load details recorded in the meter reading book and those mentioned on the actual bills. The Forum noticed these discrepancies and suggested that the billing has been done on incorrect assumptions, resulting in a substantial overcharge. The forum expressed concern over the impact of such errors, particularly on a senior citizen like Ms. Biswas. It was emphasized



that an accurate assessment of the meter's actual consumption is critical to ensure fair billing. The forum thus resolved that the billing authorities must undertake a thorough re-verification of the meter readings and related calculations.

Hence the Forum directed the respondent to recheck all meter readings for the period in question against the physical meter reading book. Identify and rectify any calculation mistakes in the current bills. Prepare and issue fresh bills based on the accurate, verified meter readings. Cross-check and reconcile the connected load details between the meter reading book and the bills. For the period during which the premises was unoccupied, adjust the billing to reflect only in the minimum charges. Conduct a comprehensive audit of the bills for October, November, and December 2024 to ensure no further discrepancies exist. Confirm that any excess amount previously paid by the consumer will be adjusted in future bills. Provide a formal written confirmation to Ms. Biswas detailing the revised billing procedure and the corrections made. Forum also noticed that during the site inspection, the meter provided in the premises was of old mechanical meter to be replaced by electronic smart meter on priority.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 54/2025 is hereby closed with specific direction to the Respondent/Licensee (ED).
2. The Forum directs the respondent to recheck the connected load and the calculation based on the meter readings book and if any mistake found to be rectified immediately as per the latest tariff order and the bills to be revised, if any excess amount collected from the consumer due to the above correction may be adjusted in the future bills.
3. The Respondent/Licensee (ED) is directed to conduct a comprehensive audit of the bills for the month of October, November, and December 2024 to ensure that no further discrepancies exist. Confirm that any excess amount previously paid by the consumer will be adjusted in future bills.
4. The Forum directs the respondent to replace the existing mechanical meter to electronic smart meter on priority.



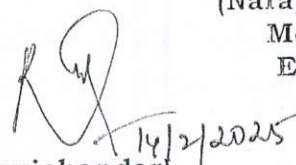
5. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
6. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations 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.

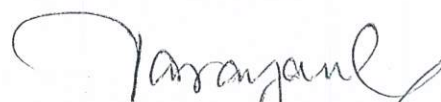
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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


(R. Ravichandar)
Chairman
Electricity CGRF


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF

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