

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:

Shri. Atul Kumar Roy, R/o Roop Narayan Colony, Garacharma, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 17/2025 dated 09/07/2025.
Complaint : Excess billing bearing Consumer No. H6/8800 (Domestic)
Date of Hearing : 28/07/2025
Date of Order : 11/08/2025

ORDER

Background

Shri. Atul Kumar Roy, R/o Roop Narayan Colony, Garacharma, Sri Vijaya Puram, South Andaman, filed a complaint vide R.D. No. 1245 dated 09/07/2025 regarding billing discrepancies towards the Consumer No. H6/8800 (Domestic).

The complaint was registered and forwarded to the Respondent on 09/07/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III (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 hearing at 10.30 am on 28/07/2025 at Prothrapur site office, Electricity Department, Sri Vijaya Puram. (Exbt. -1).

Hearing on 28/07/2025

The Hearing was held on 28/07/2025 in the Prothrapur site office Electricity Department Sri Vijaya Puram at 10:30 a.m. The following were present: -

- (i) Shri. Atul Kumar Roy, Complainant.
- (ii) Smti. R. Maheswari, JE, Elect. Dept.
- (iii) Shri. R. Raja, Elect. Dept.



Statement of the Complainant

Shri. Atul Kumar Roy, R/o Roop Narayan Colony, Garacharma, Sri Vijaya Puram, South Andaman stated in his complaint dated 09/07/2025 that "Respected Sir/Madam, I am writing to bring to your attention a matter of serious concern regarding repeatedly inflated electricity bills issued against my connection, despite very low electricity usage and frequent power outages in our area.

My consumer number is H6/8800, and the electricity connection is registered under the name Mr. Atul Kumar Roy, residing at Roop Narayan Colony, opposite Apollo Hospital, Garacharma.

Our household uses only basic electrical appliances, and our consumption is minimal. Yet, the bills received recently are unexpectedly high. A complaint was submitted to the Assistant Engineer, Garacharma Electricity Office, after which the meter reader and Junior Engineer (JE) informed us that the electricity meter had stopped functioning for a few months, and that billing is now being "adjusted" based on resumed readings.

I would like to highlight the recent billing history:

May 2025 – Rs 2,070

April 2025 – Rs 1120

March 2025 – Rs 1120

February 2025 – Rs 521

January 2025 - (Bill not available)

December 2024 - Rs 648

November 2024 to September 2024 - (Bills not available)

August 2024 – Rs 621

July 2024 – Rs 678

June 2024 - (Bill not available)

May 2024 – Rs 769

April 2024 – Rs 655

This pattern clearly shows that bills were relatively consistent and moderate until suddenly rising after February 2025 onward at a time when, as per the department's own admission, the meter was not even functioning properly.

This raises very serious questions:

Why were bills generated while the meter was faulty or inactive? Why weren't we informed about the meter fault or provided a timely replacement?

How were bills being calculated and issued without proper meter readings?

Is it true that meter readers were not visiting the premises, and arbitrary readings were being recorded from their desks?



This appears to be a clear case of negligence, and possibly even intentional misrepresentation, on the part of the meter reading staff and their supervisors. Consumers should not be held liable for internal faults in the department's equipment or negligence in service delivery.

Therefore, I respectfully request the CGRF to:

1. Investigate the period during which the meter was non-functional, and the method used for billing during that time.
2. Audit and verify the billing records and actual meter status.
3. Take strict disciplinary action against the responsible staff involved in faulty billing, failure to detect and report meter issues, and failure to inform the consumer.
4. Waive any overcharged or inaccurate bills and issue corrected bills based on actual verified usage.
5. Ensure that meter reading is carried out physically and transparently going forward.

Please note that I have not paid the May 2025 bill, and I intend to Withhold payment until the CGRF has conducted a full investigation and resolved the matter transparently and fairly.

I look forward to your prompt and fair action in this matter please.

On 04/08/2025 he submitted a letter regarding procedural lapses, discrepancy, and false technical observation on the departmental action. an objection.

Shri. Atul Kumar Roy, R/o Roop Narayan Colony, Garacharma, Sri Vijaya Puram, South Andaman stated in his submission dated 04/08/2025 that "Sir/Madam, I am writing to raise serious objections regarding the handling of my complaint concerning Meter No. H6/8800, particularly the actions of the department during and after inspection. The following points highlight the concerns:

As per Point 1 of the inspection report submitted by the Junior Engineer (JE), it is stated that the smart meter (Meter No. H6/8800) is "non-communicating" and that manual billing is being done based on physical meter readings. However, this claim directly contradicts the EESL (Energy Efficiency Services Limited) system report, which indicates that the meter is indeed "communicating."

This inconsistency raises serious concerns about the reliability and transparency of the technical observations in the inspection report. It is imperative that the department clarify:

- Whether the meter is currently communicating as per EESL records;

It is also highly questionable that the meter reading recorded in the last billing cycle does not match the actual reading present on the meter. If the



respondent's meter reader is indeed visiting the site every month to take readings as is the standard practice-then such a mismatch should not occur. This raises serious concerns about the accuracy and credibility of the meter reading process.

- I request the Forum to investigate how this discrepancy arose and whether proper site readings were actually conducted as claimed.

Furthermore, I wish to place on record that I submitted a written complaint to the Assistant Engineer, Electricity Office on 04.07.2025 (Friday morning at 9:30 AM) and also verbally informed the Junior Engineer (JE) at the same time. On the following Monday (07.07.2025), the meter reader and the JE visited the premises and clearly stated that the meter was working properly and that the bill must be paid as per the issued amount. Based on this direct confirmation from departmental staff (over phone), I had no reason to believe there was any further issue at that time.

However, when contradictory claims emerged later in the inspection report, I was left with no option but to seek fair redressal by approaching the Consumer Grievance Redressal Forum (CGRF).

1. Inspection Beyond Scope of Complaint

My complaint to the Forum pertained specifically to Meter No. H6/8800. However, during the inspection, the department extended its scope to cover the entire premises, including other meters and unrelated load assessments. This was done without any prior intimation or consent, and it falls outside the scope of the original complaint. Such overreach violates procedural norms and raises questions about the intent and fairness of the inspection.

Moreover, checking all my meters under the pretext of assessing connected load is not acceptable. If such an exercise is deemed necessary, then it must be carried out uniformly across the entire Garacharma area to maintain parity. Singling out my premises is arbitrary and discriminatory, and I hereby reject and deny the validity of any such selective assessment.

In addition to procedural violations, I must point out that the unauthorized entry into portions of my premises-beyond what was relevant to Meter No. H6/8800-without my permission or lawful authority, constitutes a violation under Section 329 of the Indian Penal Code, relating to trespassing. Such unauthorized access is not only a breach of conduct but also raises legal and ethical concerns about the department's actions.

Since filing my complaint regarding Meter No. H6/8800, I have been subjected to undue pressure and what I perceive as harassment by the department. Instead of addressing my concerns in a transparent and procedural manner, the response has involved overreach, arbitrary inspections, last-minute communication, and misleading technical claims-all of which appear retaliatory in nature. This has caused me considerable distress, and I request the Forum to take note of this pattern of behavior as an attempt to intimidate or discourage rightful grievance redressal.



2. Discrepancy in Load Assessment

The inspection report states that the present connected load is 7 KVA and accuses me of increasing the load without informing the department. I strongly deny this. No additional appliances or electrical changes have been made since the meter was originally installed. If that is the case, then either the earlier load verification (at the time of connection) was incorrect or the current one is - this contradiction must be examined objectively.

3. Violation of Report Submission Timeline and Improper Handover of Report

As per the Forum's directive (Ref: ANI/ CGRF/10-404/797 dated 09.07.2025), the department was required to hand over the report five (5) working days prior to the hearing. Instead, the report was only handed over to me on 28.07.2025, the day of the hearing, and it was also unsigned by the Assistant Engineer. This is a direct violation of the Forum's instructions.

On 26.07.2025, I received a call from the department at 11:00 AM asking me to collect the report. As I was out of town, I requested that it be handed over to my tenant. However, the staff insisted the tenant to sign and accept the report even though it was addressed to me as the consumer. This is highly irregular, and I object to any such acknowledgment being considered valid.

4. Disputed Earthing Observation

Following the inspection (conducted without my knowledge), the department has stated that the earthing at my premises showed a voltage of 12V, which they claim is too high, and advised me to install new earthing. On this point, I wish to firmly state that I had already conducted an independent check with my electrician and the voltage was found to be within safe limits i.e 4V to 5V. I have a video recording of this measurement as well.

I believe the department's instrument should be rechecked or calibrated, as their reading appears to be incorrect and misleading.

It is further submitted that a parallel meter was installed alongside the meter under complaint (H6/8800). The readings recorded on both meters are as follows:

Date	Meter Under Complaint (kWh)	Units Consumed	Duration in Days	Parallel Meter (kWh)	Load (kW)	Duration in Days
14/07/2025	8652			296		
15/07/2025	8658	6	1	302	6	1
16/07/2025	8663	5	1	307	5	1
17/07/2025	8668	5	1	312	5	1
18/07/2025	8674	6	1	318	6	1
25/07/2025	8713	39	7	357	39	7
26/07/2025	8719	6	1	363	6	1
30/07/2025	8741	22	4	385	22	4
31/07/2025	8746	5	1	390	5	1
01/08/2025	8753	7	1	397	7	1
02/08/2025	8758	5	1	402	5	1



Based on the parallel meter readings, the average daily consumption comes to approximately 5.5 units. This would result in a total monthly consumption of around 165 to 170 units. Accordingly, the monthly electricity bill should not exceed 800 to 850 under normal billing rates.

It is also pertinent to mention that for the past several months—approximately 6 to 8 months—the electricity supply has been frequently interrupted, with power remaining suspended for nearly 18 hours each day. Despite this prolonged and recurring outage, the electricity bill amount has not reflected any corresponding decrease, which raises serious concerns regarding the accuracy and fairness of the billing.

"Further, it is to be mentioned that, as per the report received from the Electricity Department and after due calculation based on the applicable unit rate, a detailed calculation of units charged, bill amount, etc., has been prepared, which is self-explanatory." "Kindly go through the enclosed calculation/report and examine the irregularities occurring in the electricity bills."

Furthermore, it is important to highlight that during the course of the Consumer Grievance Redressal Forum (CGRF) proceedings, one of the forum members remarked that "If the consumer does not comply with the department's instructions, the Assistant Engineer (AE)/officer's of the department has the authority to disconnect the electricity connection."

This statement was perceived as an indirect threat and raises serious concerns about the forum's neutrality. What is especially alarming is that this remark was made even in a situation to fairly assess where the consumer may be factually and legally correct. If the forum is intended to fairly assess the grievances, then why would such a comment implying punitive action regardless of merit be made? It suggests an attempt to intimidate rather than to mediate.

In view of the above, I request the Forum to:

- Examine the unauthorized inspection and procedural lapses;
- Investigate the inconsistencies in load assessment;
- Take note of the late, unsigned, and improperly delivered report;
- Reject the earthing observation unless verified with accurate and calibrated instruments in the presence of both parties.

I trust the Forum will take appropriate and fair action based on these facts.

I sincerely hope the Forum will take appropriate and impartial action in the matter. However, if I do not receive a fair and satisfactory resolution through this platform, I will be left with no option but to escalate the matter to higher authorities, including appellate bodies or the appropriate court of law."

The Complainant enclosed photocopies of letter to the AE, Elect. Dept. dated 04.07.2025 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 submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/PP/1-12/2025/500 dated 24/07/2025 stated that: -

"Sir, It is to inform you that with reference to above cited letter received from Hon'ble forum CGRF, electricity regarding complaint raise by Shri Atul Kumar Roy (H6/8800) the detail report are as follows:

1. Smart energy meter is installed in consumer premises and at present the energy meter is non communicable and manual billing is done as per meter reading.
2. Next to say that the consumer initially raised the billing complaint at the site office vide letter RD No.732 dt. 05/07/2025 and file complaint in forum on 09/07/2025 without providing sufficient time to solve the issue through site office.
3. On basis of consumer complaint inspection was carried out in consumer premises and found that total 4 nos. of smart energy meter are in installed in consumer premises. Detail of Smart meter as follows: -

Sl. No	Consumer No./ Name	GP No.	Meter Status	Sanctioned Connected Load	Present Connected Load	Category	Remarks
1.	H6/8800	7413579	Non-Communicating	5 KVA	7 KVA	Dom 1 Ph	Consumer increased connected load without any information to department
2.	H6/8803	7413576	Communicating	3 KVA	7 KVA	Dom 1 Ph	
3.	H6/6395	7413582	Communicating	5 KVA	8 KVA	Dom 1 Ph	
4.	H6/3292	7413577	Non-Communicating	5 KVA	5 KVA	Com 1 Ph	

Next to say that on the basis of increased connected load by consumer as per JERC regulation 2018 and clause 4.3 if the connected load exceed 5 KW the single phase connection should be converted to 3 phase connection.

4. Further on observation it is found that consumer no. H6/8800 smart meter is communicating till the month of June 2024 and since July 2024 to till date it is non communicating and every month meter reading was taken by department staff and billing done as per meter reading.

5. On the basis of excess billing complaint the consumer premises earthing was checked and found the voltage was 12V which is higher and suggested consumer to provide new earthing.

6. As per direction of Hon'ble forum following documents are enclosed:

- i) Consumer ledger (old C. no. H3/8800, new C. no. H6/8800) w.e.f Jan 2023 to Jun 2025.
- ii) Report received from EESL.



iii) Copy of meter reading book.

iv) Meter testing report."

The Assistant Engineer-III submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/PP/1-12/2025/562 dated 06/08/2025 stated that: -

"Sir, With reference to the above cited letter received from Hon'ble forum CGRF electricity and order passed during hearing held on 28/07/2025 in Prothrapur site office the detail report as follows: -

1. On request of the complainant a joint inspection has been carried on 02/08/2025 in presence of complainant with LMMR and undersigned it is observed that the building premises was connected with one earthing and on further inspection it is also observed that in same building some plug points are not connected with earthing and the earthing voltage found up to 5 to 6 volt, the same was informed to the complainant.

2. On inspection of connected load of consumer no. H6/8800 it is observed that the sanctioned connected load is 5KVA but at present the consumer has increased the connected upto 10 KVA without any prior intimation to the department and during inspection of connected load of other consumer no. in same premises the complainant refused to take the connected load.

3. The smart meter GP no. 7413579 is non communicating and to communicate the same mail has been sent to EESL.

4. As per direction of Hon'ble forum following document are enclosed:

i. Connected load.

ii. Meter testing report

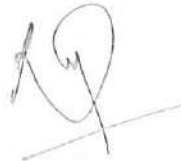
iii. EESL report

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

The Junior Engineer (G/Charma) submitted para-wise comments on behalf of the Respondent vide letter No. EL/JE/Garacharma/1-33/2025-26/245 dated 08/08/2025 stated that: -

"It is to mention that as per WBBS record, the Smart meter for Consumer No. H6/8800 is non-communicating Since, July 2024. The smart meter reading report available in WBBS for the month July 2024 onwards is enclosed as Annexure-A, which clearly indicate consumer data was not received from EESL.

However, on the direction of CGRF Smartmeter report for Consumer No. H6/8800 was sought from EESL, wherein EESL in its report have indicated the Actual import in KWh. Accordingly, clarification was sought from EESL for the reason why actual import in KWh is indicated in the report if the meter is non-communicating. Consequently, EESL vide Email dt. 04.08.2025 (Annexure- B) stated that "the billing of consumers is done/generated between 01 - 07 of every month and only if the meters are under communication within this particular date. The consumption pattern in MDM is generated based on meter communicated in any date of the month".



Hence, it is clearly established that the Smart meter was non-communicating.

As submitted above, Smartmeter was non-communicating at the time of billing. As stated by EESL, their report is based on the data received from Smartmeter communicated in any date of the month.

It is to submit that manual reading is conducted by Meter reader for all the normal meters including non-communicating Smartmeter from 22 - 30 of every month, whereas, Smart meter reading is exactly taken on the last day of the month. Hence, there will always be a mismatch on actual consumption between normal manual reading and Smart meter reading.

Therefore, it is submitted that the difference in reading is mainly due to mismatch in the date of reading and does not indicate any manipulation of inaccuracy.

The complainant vide letter dt. 04.07.2025 (Annexure-C) requested for inspection of electricity meter, verified reading and review & correctness of billing amount. Accordingly, inspection was carried out on 08.07.2025 and found that the meter readings are ok and electricity meter is functional though non-communicating.

In pursuance of the complaint filed by the consumer, the premises was inspected to verify the connected load and electrical safety. During the inspection, it was found that the entire building was being fed through a single-phase service cable and a shared single earthing arrangement, serving multiple individual connections. In such cases, any defect in the shared components directly impacts all associated connections, making it imperative for the department to inspect all meters and associated loads under that shared service line for a comprehensive technical assessment.

Accordingly, the department carried out a full inspection of the meters falling under the same service line and earthing system and found that the premises comprises four single-phase connections, with the following details:

Sanctioned Load: 5 KVA, 3 KVA, 5 KVA, 5 KVA

Observed Connected Load: 7 KVA, 7 KVA, 8 KVA, 5KVA respectively.

The inspection conducted by the department was carried out strictly in accordance with the rules and in direct response to a consumer complaint. It was neither arbitrary nor malicious or to target complainant.

With reference to the complainant's mention of Section 329 of the Indian Penal Code, which pertains to causing hurt to extort property, it is respectfully submitted that this provision is entirely inapplicable in the present context. No physical harm, coercion, or forcible act was committed or intended. The officials of the department acted in their official capacity, as authorized under relevant provisions of the Electricity Act and JERC Supply Code, to verify technical aspects related to a consumer grievance. Therefore, the actions of the department do not attract Section 329 IPC in any form, and the inspection was



limited to technical verification of electrical safety, load, and infrastructure integrity, carried out in good faith.

The electricity connection under Consumer No. H6/8800 was sanctioned with a load of 5 KVA based on the load declared by the applicant at the time of connection. No objection or request for re-verification was received from the consumer thereafter. However, in response to the present complaint, a site inspection was carried out on 02/08/2025, during which the connected load was assessed to be 10 KVA, based on the actual appliances found in use at the premises (list enclosed as Annexure-C).

The report received from AE office vide letter EL/AE/PP/1-12/2025/500 dt 24/07/2025 on 25/07/2025. On 25/07/2025 the staffs communicate to the complainant that he informed that he is out of station, and we tried to handover the copy of the reply to the tenant but he refused to accept the reply. The applicant accepted the reply in front of the Forum during the hearing in the situation this office is not able to properly communicate to the complainant.

During the inspection, it was observed that the earthing voltage at the consumer's premises was approximately 5-6V, which is considerably higher especially for low-voltage domestic installations.

With reference to the consumer's submission that an independent check by their electrician recorded a voltage of 4-5V, it is pertinent to note that earthing voltage can fluctuate depending on load conditions, time of day, and other environmental factors. Moreover, consumer's independent measurement of 4-5V still indicates deviation from safe earthing and therefore necessitate corrective action, regardless of whether the reading is 5V or 6V.

A parallel meter was installed to assess the accuracy of the smart meter, and as per the verification report, the readings were found to be consistent and in order.

For the period from 14.07.2025 to 02.08.2025, the smart meter recorded a consumption of 106 units (Initial: 8652 | Final: 8758), and the parallel meter also recorded the consumption of 106 units (Initial: 296 | Final: 402), thereby confirming the accuracy of the smart meter.

The complainant's inference that this limited test period reflects an average daily consumption of 5.5 units and therefore a projected monthly consumption of 165-170 units misleading and technically flawed. The purpose of the parallel meter was solely to verify meter accuracy over a short span, not to establish average monthly usage. Consumption can vary significantly depending on user behavior, season, appliance usage, and other factors. Thus, the assumption drawn by the complainant holds no merit and cannot be accepted as a valid basis for disputing the billing.



It is strongly denied that the power of the complainant is remained suspended for nearly 18 hours each day. The present power shortage issue has arisen from 27 July 2025 as 5MW NVVN Aggreko Plant was stopped to facilitate vacation of site for installation of new 10MW Hiring Power Plant at same site.

Remarks: The inspection of A/c No. H6/8800 was carried out as per the direction of CGRF during the hearing held on 28/07/2025 in which the complainant ready agreed in front of Forum but during inspection date the complainant threatened to launch false complaint against me. However, on compliance of Forum direction the inspection was carried out in front of the complainant. The complainant started video recording during inspection and continuously threatening me. Being a lady officer, I felt unsafe but however to comply with the Forum direction completed the inspection. Furthermore, it is requested that the consumer has been continuously threatening the meter reader as well, thereby creating a threatening and unsafe environment for field staff. In view of the above, I respectfully request that any future inspection at the said premises or any other premises be carried out only in the presence of Forum representatives and with adequate police protection, in order to ensure personal safety and allow smooth discharge of official responsibilities without obstruction or fear.

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

The AE-III & JE(G/Charma), Electricity Department enclosed photocopies of Consumer ledger, Monthly consumption data, Meter reading record, Meter Testing report, EESL report, connected load detail, Notice dated 29.07.2025 and mail sent to EESL, which is kept in the case file (Exbt. -3).

Submission of the Complainant

Mr. Atul Kumar Roy maintains that his billing dispute arose due to an unexplained surge in charges starting March 2025, despite unchanged usage patterns and frequent outages. He claims that when the Respondent's staff visited in early July 2025, they confirmed the meter was working, yet subsequent reports alleged it was non-communicating for over a year.

The complainant feels the inspection extended beyond the scope of his complaint, venturing into unrelated load assessments without consent, and that procedural fairness was compromised by late and unsigned report delivery. He disputes the earthing fault claimed by the Respondent, citing his own verification. He also alleges undue pressure and remarks from officials that appeared to threaten disconnection, leading him to question the impartiality of the process.



Submission of the Respondent (Licensee)

The Respondent asserts that all actions taken in this case were consistent with statutory authority and technical necessity. They reiterate that the consumer's smart meter has been non-communicating since July 2024, and that billing since then has relied on manual readings. Differences between manual and EESL readings are explained by the timing of data capture.

The Respondent justifies inspecting all meters at the premises on grounds of shared electrical infrastructure, stating that omitting this step would have been a dereliction of duty. The connected load observed was significantly above sanctioned levels, warranting regulatory compliance action.

They categorically deny any harassment, instead alleging that the consumer's conduct toward staff was confrontational and obstructive. In light of this, they request that future inspections be conducted with oversight from the forum and police for safety and transparency.

Forum's Observation

The case pertains to an electricity billing dispute involving Consumer No. H6/8800, registered under the name of Mr. Atul Kumar Roy, residing at Roop Narayan Colony, opposite Apollo Hospital, Garacharma. The complainant alleged that from March 2025 onwards, inflated electricity bills were being generated despite very low power usage and prolonged power outages in the locality.

According to the complainant, earlier bills were consistent and reasonable, but after the electricity meter allegedly became faulty, the bills unexpectedly increased. The complainant raised a grievance with the Assistant Engineer, Garacharma Electricity Office, and subsequently filed a formal complaint before the Consumer Grievance Redressal Forum (CGRF).

The Respondent's version holds that the consumer's smart meter became non-communicating in July 2024, after which manual readings were taken monthly. They also state that during inspection, the connected load was found to be significantly higher than the sanctioned load, and the earthing voltage at the premises was above safe limits. The case proceeded with joint inspections, parallel meter testing, and exchange of written statements between the parties, culminating in the forum's observations and directions.

The complainant, Mr. Atul Kumar Roy, contends that his electricity bills saw an unreasonable and unexplained rise beginning March 2025, without any change in household appliances or electricity usage patterns.



The complainant maintains that the Respondent admitted the meter had been non-functional for several months, yet bills were generated without proper readings. The complainant alleges that meter readers did not physically visit the premises and that arbitrary readings may have been recorded from the office.

The complainant disputes the Respondent's claim that the smart meter was non-communicating, citing EESL reports indicating some communication data. He also challenges the inspection process, stating that it exceeded the scope of his original complaint, covering unrelated load assessments without his consent.

The complainant raises procedural objections, such as late and improperly delivered reports, unsigned documents, and inspections conducted without proper intimation. The complainant disputes the Respondent's earthing voltage readings, citing his own electrician's measurements as being within safe limits. He claims harassment and intimidation by the Respondent, including a forum member's remark that non-compliance could lead to disconnection, which he perceives as threatening. He seeks a thorough investigation, waiver of excess charges, and corrective measures.

The Respondent asserts that the consumer's smart meter (GP No. 7413579) became non-communicating in July 2024, as verified by WBBS records and confirmed by EESL, which clarified that consumption data in their report may appear if the meter communicated at any point in the month, even if not during the official billing period.

The Respondent stress that since the meter was non-communicating, manual readings were taken monthly by the meter reader between the 22nd and 30th, and billing was done accordingly. Any mismatch with EESL data is due to the difference in reading dates and not manipulation.

The Respondent defends its inspection of all meters in the premises, citing that the service cable and earthing arrangement were shared among multiple connections. Safety and technical accuracy required verification of all loads under the shared infrastructure.

During inspection, the connected load for Consumer No. H6/8800 was found to be 10 KVA, double the sanctioned 5 KVA, in violation of JERC regulations, which require conversion to a 3-phase supply for loads exceeding 5 KW. The Respondent also measured earthing voltage at 5-6V, above the safe threshold, advising corrective action.

The respondent strongly reject allegations of harassment, misconduct, or trespass, stating that all actions were in accordance with the Electricity Act and JERC Supply Code. They further alleged that the complainant created a hostile environment for staff, threatening both the inspecting officer and meter



reader, and therefore request that any future inspection be conducted in the presence of forum representatives with police protection.

The CGRF reviewed all submissions, inspection reports, and EESL data. It found that the meter accuracy test, conducted via parallel meter comparison, showed no discrepancy between the main and parallel meter over the testing period. Earthing voltage was recorded above permissible limits during inspection, indicating possible earthing failure, though such measurements can vary with load conditions. The inspection was indeed extended to connected load verification, which the Respondent justified as necessary due to the shared service line and earthing arrangement. The complainant's objections regarding late report submission and lack of signature were noted, but the forum observed no evidence that these procedural lapses materially impacted the outcome. The forum reaffirmed its neutral role as per JERC regulations, emphasizing that its purpose is to resolve consumer grievances impartially and in accordance with the law. If the consumer violating the norms, the Respondent have the liberty to disconnect the supply after observing all codal formalities.

Hence the Forum notes that after the joint inspection, the following have been established:

Connected load has been duly assessed. Meter accuracy test was conducted in the presence of both parties, and the meter was found to be within permissible accuracy limits. Earthing failure has been indicated by the Respondent's measurements.

As per Regulation 6.36 of the JERC Supply Code, 2018, if the consumer is dissatisfied with the result of a meter accuracy test conducted by the Respondent, the consumer may request meter testing by an independent testing authority approved by the Commission, at their own cost. If the meter is later found to be faulty, the cost shall be borne by the Respondent and billing will be revised accordingly.

If the Complainant remains unsatisfied with the accuracy test conducted by the respondent, he may request the respondent to conduct the meter testing through an independent NABL-accredited laboratory or a testing facility approved by JERC, as per supply code regulation 6.36 provided that in case of testing on the complainant's request, the consumer shall have to pay the testing fee as per the cost specified by the respondent. If such independent testing confirms a fault in the meter, the Respondent shall revise the bill and refund the testing cost by adjustment in the consumer's subsequent bill as per Regulation 6.36.

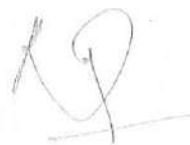


Hence,

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. 17/2025 is hereby closed with specific directions to the Complainant and the Respondent.
2. The Forum directs the Respondent to conduct meter testing at ^{any} NABL accredited lab. at consumer cost, if the consumer not satisfied with the accuracy test conducted by Respondent. Further the independent testing confirms a fault in the meter, the Respondent shall revise the bill and refund the testing cost by adjustment in the consumer's subsequent bill as per Regulation 6.36.
3. The Complainant is directed to rectify the earthing system and internal wiring to meet safety standards specified in the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010. The Complainant may engage a licensed electrical contractor to strengthening the existing earthing and wiring as per IS:3043 standards.
4. The Respondent shall verify the rectification upon completion and record the earthing voltage in the presence of the consumer.
5. The Respondent shall proceed as per the JERC Regulation Clause 4.3, including possible conversion to 3-phase supply, if the connected load exceeds the sanctioned limit of single phase, after due process.
6. The Complainant is advised to install an ELPD (Earth Leakage Protective Device) to enhance safety of equipment and reduce the earth leakage risks.
7. Both parties shall avoid hostile or threatening conduct during inspections; if necessary, future inspections shall be conducted with proper communication to the complainant well in advance.
8. The Respondent is directed to maintain proper records and communication with complainant and if any replacement of faulty meters, testing in the premises may be duly acknowledged by the complainant in future cases.
9. The Forum reiterates that it is an independent and neutral adjudicatory body, functioning strictly under JERC regulations, without bias toward either party.



10. 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.
11. 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.
12. 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-III(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


(R. Ravichandar)
Chairman
Electricity CGRF


(Narayan Chandra Baroi) 11/8/2025
Member (Licensee)
Electricity CGRF

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