

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. Basudeb Biswas, R/o Subashgram, Diglipur.

.....Complainant

Versus

The Electricity Department, A & N Administration, Port Blair.

.....Respondent

Complaint No. : ANI/CG No. 27/2024 dated 26/09/2024.
Complaint : Excess billing bearing Consumer No. Y1/2225 (Domestic)
Date of Order : 18/10/2024

ORDER

Background

Shri. Basudeb Biswas, R/o Subashgram, Diglipur, filed a email complaint vide R.D. No. 779 dated 26/09/2024 regarding excess billing bearing Consumer No. Y1/2225 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 26/09/2024 to the Executive Engineer (NAD) and Assistant Engineer (Diglipur), Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was endorsed to the complainant for information.

The Assistant Engineer(Diglipur), Electricity Department, vide his letter No. 5-9(A)/EL/AE/DP/2024/1679 dated 08/10/2024 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was received by the Forum vide R.D No. 812 dated 17/10/2024 (the letter is kept in case file) (*Exbt.-1*).

Statement of the Complainant

Complainant Shri. Basudeb Biswas stated in his email complaint dated 25/09/2024 that "meter for the above mentioned consumer No. Y1/2225 is not working since May 2024 and lineman's are providing electricity to my house directly or bypass system. And, they also mentioned that not able to change meter due to non availability of meter in electricity department in Diglipur.



My grievances is previously my bills comes under Rs. 600.00 but day by day it will increasing which is not acceptable for me. Previously bill details are mentioned below: -

Month	Amount
July' 24	912.00
June' 24	727.00
May' 24	769.00
April' 24	745.00
March' 24	583.00
Feb' 24	505.00
Jan' 24	529.00
Dec' 23	583.00

It is pertinent to mentioned that I had paid bill for the month of June 2024 before due to payment but included tariff arrear amount in the month of July 2024 for an amount of Rs. 59.25 which is not acceptable for me. I also lodge grievances online regarding mentioned above vide Ticket No. 24002755 & 24002764 but one grievances resolve without any remarks.

Hence, it is request you rectify this bill to pay the bill amount before due date of payment and provide new meter to produce genuine or justified bill at your good office, please".

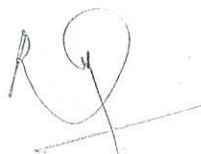
The complainant email dated 25/09/2024 is kept in the case file (Exbt.-2).

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 15/10/2024 stated that "An order passed by the CGRF and the same is received by this office on 30/09/2024 Vide AN/CGRF/10-350/450 Dated 26/09/2024 regarding Consumer profile, Smart Meter detailed report collect from EESI(i.e., monthly unit Consumption, connected load, earthing and neutral detail, meter testing report etc) along with Meter Reading book from 01/2022 to till date bearing Consumer No. Y1/2225(Domestic).

So, on 30/09/2024, direction was issued to the concerned Junior Engineer (HQ), Diglipur (enclosing the CGRF letter No. ANI/CGRF/10-350/450 Dated 26/09/2024) to furnish a reply immediately on the complaint/grievance.

Refer to the reply letter submitted by the JE(HQ) vide Letter No. EL/JE/HQ/DP/1-23/2024-25/729 Dated 03/10/2024, it is learned that the Complaint lodged by Shri. Basudeb Biswas, R/o. Subashgram, Diglipur bearing Consumer No. Y1 /2225 stated that the meter provided to him is not working since May 2024; but the meter was in working condition up to August 2024 as



per the consumer ledger records of the Billing computer. The applicant has wrongly written as May 2024 instead of August 2024 as per the Consumer Ledger/Energy Bill records and Concerned Junior Engineer report.

On receiving his complaint during September 2024 vide ticket No. 24002755 dated 15/09/2024, concerned Junior Engineer (HQ) has inspected his premises and found the meter in burned condition and display was not in working condition. Hence the burnt energy meter is replaced with a new meter on 28/09/2024.

Now, the consumer Profile and the Meter reading details w.e.f 01/2022 to 08/2024 is enclosed herewith for your ready reference”.

The Respondent/Licensee(ED) has submitted a photocopies of Consumer Ledger, Inspection Report and JE (D/Pur)’s letter dated 03/10/2024, which is kept in the case file **(Exbt.-2)**.

Forum’s Observation

The Forum received a email dated 07/10/2024 from the complainant wherein stated that “after lodge grievances, Electricity Department, Diglipur visited and replaced the meter. Now, I am satisfied with the matter sought out and also apologizes for mistakenly written meter was not working since May 2024 instead of August 2024”.

The Forum noted that the Respondent/Licensee (ED) replaced the burnt meter on 28/09/2024 after receiving the complaint on 15/09/2024 from the complainant. However, the Forum also observed that the EESL report was not submitted, in this instant case. Despite this, the complainant expressed satisfaction with the resolution, and therefore, the Forum deems the matter resolved.

Hence, the Forum decided to close the complaint without hearing the complaint No. ANI/CG No. 27/2024 dated 26/09/2024 without any merit.

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. 27/2024 is hereby closed without any merit due to timely redressal of the complaint by the Respondent (ED).

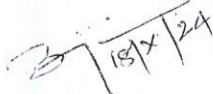


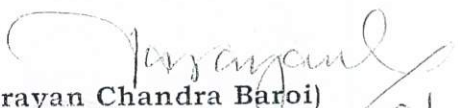
2. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

"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 (Licensee/Respondent), Executive Engineer (NAD), Nodal Officer (CGRF), Assistant Engineer(D/Pur), 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


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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