

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

Before:

Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. T. Hamsa, R/o Near Laksh School, Bambooflat, South Andaman

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 55/2025 dated 30/03/2026.
Complaint : Excess Billing (Domestic)
Date of Hearing : 15/04/2026
Date of Order : 21/04/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 1601 dated 30/03/2026 regarding Excess Billing (Domestic).

The complaint was registered as ANI/C.G. No. 55/2025 and forwarded on 31/03/2026 vide letter No. ANI/CGRF/10-442/1023 to the Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer(B/Flat), Electricity Department for submitting reply/comments and attending the Hearing fixed on 15/04/2026 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 15/04/2026 at 10.30 a.m.

The Respondent didn't file any reply but enclosed the AE(B/Flat)'s letter No. EL/AE/FG/3-20/2026-27/19 dated 11/04/2026, which was received by the Forum vide R.D. No. 12 dated 13/04/2026, which is kept in case file as **Exbt.-1**.

Hearing on 15/04/2026

The Hearing was held on 15/04/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. T. Mammi Kutty, Auth. Complainant.
- (ii) Shri. P.N. Choudhary, AE(F/Gunj), Elect. Dept.
- (iii) Shri. Jaya Kumar, AE(W/shop)/NO (CGRF), Elect. Dept. **(Absent)**.

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Statement of the Complainant

The complainant stated in his complaint letter dated 30.03.2026 that "the electric bills against consumer No. R1/2490 appears to be increased continuously for the last few months whereas no additional consumption of electric energy was used for any other domestic works. It is surprising to note that the bill for January 26 has raised more than three times that of the previous bills. Such a sudden rise of consumer bill to Rs. 7,127/- for domestic use is a clear evidence of certain irregularities in the billing process or due to the abnormal functioning of elec. Meters.

In this regard I have already raised the complain to "The Assist Engineer (Elect.), Ferrargunj, South Andaman, they split the amount to next month bill i.e. Now January Bill is Rs. 4591/- and February bill is Rs. 3982/- which also high rising.

It is therefore requested that this issue may kindly be examined in order to review the bill for January and February 26 at the earliest. The details of the previous bills mention below for your reference.

Month	Bills Amount
Sept' 25	1,144/-
Oct' 25	1,619/-
Nov' 25	2,223/-
Dec' 25	2,223/-
Jan' 26	7,234/- (Actual Bill), 4,591/- (revised)
Feb' 26	3,982/-

The complainant enclosed photocopies of letter to the AE(F/Gunj) dated 12.03.2026, e-bills and Aadhaar card as ID proof, which is kept in the case file (Exbt.-2).

Statement of the Respondent

The Respondent didn't submit any para-wise comments, except from the concerned division submitted vide letter No. EL/AE/FG/3-20/2026-27/19 dated 11/04/2026 alongwith its enclosures, which is kept in the case file. (Exbt.-1).

Submission of the Complainant

The complainant, Shri. T. Hamsa, did not appear in person during the hearing. However, vide authorization letter dated 15/04/2026, he had authorized his brother, Shri. T. Mammi Kutty, to represent him and attend the hearing on his behalf in connection with the present grievance. The Forum, after perusal of the said authorization letter, permitted the authorized representative to appear and present the case on behalf of the complainant.

The authorized representative submitted that the complainant has been receiving unusually high electricity bills over the past few months without any corresponding increase in electricity consumption. He specifically highlighted that the bills for the months of January and February 2026 were excessively high, being more than three times the normal billing pattern.

He further submitted that only partial relief was granted by the Respondent by splitting the outstanding amount across two billing cycles; however, even after such adjustment, the bills remained abnormally high and burdensome. The complainant therefore requested a detailed examination and revision of the bills for January and February 2026.

The authorized representative maintained that the sudden escalation in billing is unjustified and requires corrective intervention.

Submission of the Respondent

The Assistant Engineer (W/shop)/Nodal Officer (CGRF), Elect. Dept., could not attend the hearing due to urgent exigency of official work, which was informed telephonically to the Forum.

On behalf of the Respondent, authorized officer of the concerned division i.e. AE(B/flat), submitted that the complainant is a domestic consumer bearing Consumer No. R1/2490 with a sanctioned load of 6 KVA. However, upon inspection, the actual connected load at the premises was found to be 19 KVA. He further submitted that the smart meter installed at the consumer's premises developed RTC drift from May 2024, due to which the meter became non-communicative and consumption data could not be transmitted to the Meter Data Management (MDM) system. Consequently, billing during this period was carried out on an assumed consumption basis as per past consumption patterns.

He further stated that the battery of the meter was replaced by the EESL in December 2025, after which the meter resumed communication from January 2026. As a result, the previously unrecorded consumption data was transmitted to the system, leading to adjustment of accumulated units in subsequent billing cycles. It was also submitted that, in order to verify the accuracy of the meter, a check meter was installed from 06.04.2026 to 11.04.2026. Based on the test results, it was observed that both the installed meter and the check meter recorded nearly identical readings, with an average daily consumption of approximately 8.5 to 10 units, thereby confirming that the meter is functioning correctly.

The Respondent further submitted that the difference in units arose due to under-billing during the non-communication period, and the same was subsequently adjusted in the bills raised for January and February 2026. It was also stated that the revision of the January 2026 bill was carried out at the request of the complainant, with his consent to distribute the outstanding units into subsequent billing cycles.

In view of the above, the Respondent contended that there is no error in the billing process and that the charges reflected in the bills correspond to the actual energy consumed by the complainant, and therefore, the complainant is liable to pay the same.

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Forum's Observation

The Forum observes that the present complaint pertains to alleged excess billing for the months of January 2026 and February 2026. The complainant has contended that there was a sudden and abnormal increase in electricity bills without any corresponding increase in consumption, whereas the Respondent has attributed the same to the adjustment of previously unbilled units.

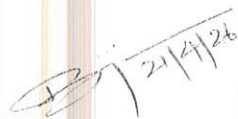
The Forum observes that the smart meter installed at the consumer's premises became non-communicative due to RTC drift from May 2024, resulting in non-availability of consumption data. Consequently, billing during this period was carried out on an assumed basis. The meter resumed communication only from January 2026 after replacement of battery in December 2025.

As per the provisions of the JERC (Electricity Supply Code) Regulations, 2018, billing on an average basis is permissible only for a limited duration, generally up to three billing cycles. However, in the present case, the Respondent continued such billing for an extended period from May 2024 to February 2026 (22 months), which is clearly beyond the permissible limit and not in conformity with the principles of fair and transparent billing.

Further, as per the EESL report, the last correct and actual meter reading duly forming the basis of billing by the Respondent at the end of April 2024 was 7471. Thereafter, due to non-communication of the smart meter, the actual consumption could not be recorded in the system. However, upon rectification of the defect and restoration of communication from 15.01.2026 onwards, the cumulative meter reading recorded at the end of January 2026 was 12692, as reflected in the EESL report. Thus, the total consumption for the intervening period from May 2024 to January 2026 (21 months) works out to 5221 units (12692 - 7471). On this basis, the average monthly consumption is calculated as 248.61 units, which is reasonably rounded off to 249 units per month for billing purposes. Accordingly, the Respondent is directed to adopt the said average for revision of bills for the aforesaid period.

The Forum further observes that the Respondent raised the bill for February 2026 on the basis of 500 units, whereas the EESL report indicates that the actual consumption for the period from 02.02.2026 to 02.03.2026, based on meter readings from 12692 to 12938, is only 246 units. This discrepancy clearly reflects over-assessment by the Respondent. Hence, the bill for February 2026 is liable to be revised strictly in accordance with the actual consumption of 246 units.

The Forum further observes that the Respondent verified the accuracy of the installed meter by installing a check meter from 06.04.2026 to 11.04.2026. During this period, a comparative statement of readings was maintained and duly signed by the complainant. It is observed that both the check meter and the installed meter recorded identical consumption, with a total of 43 units over five days (approximately 8.6 units per day). This establishes that the

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installed meter is presently functioning correctly and recording consumption accurately.

The Forum noted that the Respondent has accumulated the difference in units arising due to prolonged assumed billing and subsequently adjusted the same in the bills for January and February 2026. Such back-loading of accumulated consumption into a few billing cycles imposes undue financial burden on the consumer and is contrary to the intent of the Supply Code.

The Forum further observes that the delay in rectification of the meter communication issue and failure to ensure timely and accurate billing is attributable to the Respondent. The consumer cannot be held responsible for such lapses.

The Forum noted that the contention of higher connected load (19 KVA against sanctioned 6 KVA), the Forum is of the view that the complainant may reduce connected load below 5 KVA or upgrade the connected load to a three-phase connection as per JERC Regulation.

In view of the above, the Forum concludes that the billing carried out by the Respondent, particularly for the months of January 2026 and February 2026, is not fully justified and requires revision in accordance with the JERC (Electricity Supply Code) Regulation, 2018.

The Respondent is therefore directed to revise the bills for the period from May 2024 to February 2026 in accordance with the observations made above. After revision, if any excess amount has been recovered from the consumer, the same shall be adjusted in subsequent bills. In case any amount remains payable, the Respondent shall issue a detailed bill along with calculation sheet and provide reasonable time for payment. The Forum further holds that the meter is functioning correctly at present and does not require replacement.

Hence,

It is Ordered:

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

1. The Forum directs the Respondent to revise the bills for the period from May 2024 to January 2026 (21 months) by taking 249 units per month, derived from actual cumulative consumption data recorded in the smart meter as per EESL reports.
2. The Forum directs the Respondent to revise the bill for the month of February 2026 strictly on actual consumption of 246 units recorded in the smart meter as per EESL reports.

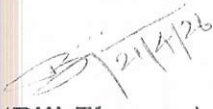
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3. The Forum directs the Respondent that, after carrying out the above revisions, if any excess amount has been recovered from the consumer, the same shall be adjusted in subsequent bills; and if any amount is found payable by the consumer, a revised bill along with detailed calculation sheet shall be issued, allowing reasonable time for payment.
4. The Forum direct the Respondent to strictly adhere to the provisions of the JERC (Electricity Supply Code) Regulations, 2018, particularly with regard to timely rectification of defective/non-communicative meters and limitation on average billing.
5. The Forum directs the respondent to take appropriate steps for up-gradation of connected load as per JERC Regulations.
6. The Forum directs the complainant to reduce connected load below 5 KVA or upgrade the connected load to a three-phase connection as per JERC Regulation.
7. The complainant is advised to install an Earth Leakage Protective Device (ELPD) to ensure electrical safety within the premises.
8. 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.
9. 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.
10. 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.
11. The Case is closed with specific directions to the Complainant and the Respondent.

“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 (Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer (B/Flat), 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
