

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
PORT BLAIR

Before:

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. H. Abdul Sammed, R/o Kamsret Dam Road, Wimberlygunj, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CGRF/332/24-25/09 dated 14/06/2024.
Complaint : Excess Billing bearing Consumer No. Q/3811 (Domestic)
Date of Hearing : 27/06/2024
Date of Order : 18/07/2024

ORDER

Background

The complainant Shri. H. Abdul Sammed, R/o Kamsret Dam Road, Wimberlygunj, South Andaman filed a complaint vide R.D. No. 604 dated 14/06/2024 regarding excess billing bearing Consumer No. Q/3811 (Domestic).

The complaint was forwarded on 14/06/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(SAD), Assistant Engineer (F/Gunj), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 27/06/2024 at 12:00 p.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Port Blair with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 27/06/2024 at 12.00 p.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer (F/Gunj), Electricity Department filed his letter No. EL/AE/FG/3-20/24-25/119 dated 24/06/2024, which was received by the Forum on 25/06/2024, which is kept in case file (*Exbt.-1*).





Hearing on 27/06/2024

The Hearing was held on 27/06/2024 in the Hearing Hall, Electricity CGRF at 12:00 p.m. The following were present: -

- (i) Shri. Abdul Sammed, Complainant.
- (ii) Shri. H. Mohammed Rafiq, Asst. Complainant.
- (iii) Shri. Suresh Kumar, AE(W/shop), NO(CGRF), Elect. Dept.
- (iv) Shri. Rahul Rai, AE-V (F/Gunj), Elect. Dept.
- (v) Shri. Mohd. Rafi, JE, Elect. Dept.
- (vi) Shri. Sunil Kumar, MRLCC, Elect. Dept.

Statement of the Complainant

Complainant Shri. H. Abdul Sammed stated in his complaint letter dated 12/06/2024 that *"I am writing to express my serious concern regarding the unusually high electricity bill for my domestic meter no. Q/3811 for the month of January 2024. The bill amount was Rs.11,974/-, which is significantly higher than my average monthly bill, which typically falls within Rs.1000/-."*

Upon receiving the bill, I immediately contacted the concerned Junior engineer and visited the site office to discuss the matter. I requested a detailed breakdown of my electricity consumption for each day during the billing period to understand the discrepancy vide my letter dated 18.03.2024. However, despite my repeated efforts and follow-ups, I have not received any response or satisfactory explanation from their end.

Given the lack of resolution and assistance from the local office, I am now escalating this matter to you. I believe this unusually high bill may be due to a malfunctioning meter unit, as there have been no significant changes in my electricity usage patterns that could justify such a spike in the bill amount.

I kindly request your immediate intervention to investigate this matter thoroughly. Please arrange for the detailed review of my electricity consumption for January 2024 and check the functionality of the meter unit. If the high bill is justified, I am prepared to pay the amount. However if it is found to be a result of an error or malfunction, I expect the bill to be adjusted accordingly".

The complainant submitted electricity e-bill and copy of complaint letter addressed to the AE(F/Gunj), which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (F/Gunj), Electricity Department on behalf of the Respondent/Licensee(ED) in his written submission vide letter No. EL/AE/FG/3-20/24-25/119 dated 24/06/2024 has stated that *"for energy billing of consumer no. Q/3811 of Shri Abdul Sammed, R/o Kamsret Dam Road, Wimberley Gunj, it is to state you that the smart meter installed by EESL on*



January 2021 and the monthly reading received from EESL through Sovtech. A CGRF letter, has been received by this office and the necessary direction was given to the Junior Engineer, Wimberley Gunj to check the meter by providing Check meter. The details of Check meter and Main meter is given below.

Date	Time	A/c No.	Consumer main meter status GP No. 7358509		Check meter status GP No. 7364226	
			Initial reading in kwh		Initial reading in kwh	
19.06.2024	12.55 pm	Q/3811	4786	Diff.	0056	Diff.
20.06.2024	07.48 am		4792	06 unit	0062	06 unit
21.06.2024	10.15 am		4796	04 unit	0066	04 unit
22.06.2024	08.07 am		4800	04 unit	0070	04 unit

The reading of Check meter and Main meter are same, the accuracy of the meter is perfect, no error has been noticed, and the other detailed reports are furnishing below point wise.

1. The test meter installed at consumer premises from 19.06.2024 to 22.06.2024 for 3 days.
2. The average consumption is 04 to 06 unit per day of the consumer premises.
3. The energy bill generated through online reading is enclosed up to Jan 2022 to April 2024.
4. The connected load in the office record of consumer no. Q/3811 is 05 KVA, but physical connected load of their premises is 10 KVA.
5. The neutral and earthing found is OK.
6. The instantaneous phase current is 0.65 Amps".

The Respondent/Licensee (ED) has submitted copy of Annexure-VIII (JERC) viz. procedure for determination of Connected load, meter testing report and copies of Consumer profile, which is kept in the case file (Exbt. -3).

Submission of the Complainant

Complainant Shri. Abdul Sammed submitted in his letter dated 12.06.2024, that there is an issue of excess billing for the month of January, 2024 and hence, has requested to check the functionality of the meter and in case of error, adjust the bill accordingly.

Submission of the Respondent (Licensee)

The AE (F/Gunj) on behalf of the Respondent/Licensee (ED) submitted that the parallel meter was provided for 03 days and the accuracy of the meter was checked and was found to be OK. Also stated that the physical connected load of the consumer premises is 10 KVA.

Forum's Observation

The complainant raised an issue regarding excess billing in January 2024. The respondent informed that a parallel meter was provided and the accuracy of the existing meter was checked and found to be accurate. So the bills raised to the consumer is correct. The average consumption was recorded as 06 units per day, with a connected load of 10 kVA.

The Forum observed that the department has not submitted the EESL report and hence directed the respondent to collect the EESL report regarding daily consumption, during the month of January 2024, so that the reason for increasing bill for January, 2024 can be checked and convinced to the consumer by providing necessary report to them.

The Forum observed, as per the reports of AE(F/Gunj), that the sanctioned load of the consumer is 05 KVA but the actual physical connected load of their premises is 10 KVA. Hence, the Forum directed to the respondent to update the connected load of the consumer in their records and ask the consumer to avail 3 ϕ connection, if the consumer not ready to reduce the connected load within the limit of 1 ϕ connection.

Thus, this Forum has come to the conclusion, that both parties are satisfied with their decisions, hence, the case is closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer, which is particularly noted in this instant case.

Hence,

It is Ordered:

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

1. The Case No. 330 is hereby closed without any merits.
2. The Respondent/Licensee (ED) is directed to collect the EESL *report* regarding daily consumption during the month of January 2024, so that the reason for increasing the bill for January 2024 can be checked and convinced to the consumer by providing copy of the same to the consumer.
3. The Respondent/Licensee(ED) is directed to update the connected load of the consumer as per the JERC 2018 Regulations.
4. The Respondent/Licensee(ED) is directed to conduct a drive to update the connected load of the consumer by giving a definite time period for self-disclosure by the consumer or to update the connected load by field staff on war foot basis, as connected load are increased by many consumers without information of the Licensee (ED), which also results in revenue loss to the Government in terms of collection, as fixed charges are calculated on the basis of connected load.

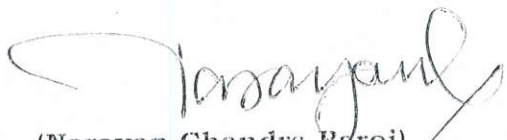
5. The complainant is directed to strengthen the earthing with proper earthing rods etc. and the old wiring also to be replaced if any, on priority and the connected load also to be limited to maximum of 5 KVA single-phase connection or else the consumer may be apply for three phase connection.
6. The Respondent/Licensee (ED) is directed to insist the consumer for installation of ELCB or RCCB, considering the safety aspect in the circuit of the internal wiring hence to prevent any current leakage and to avoid accidents.
7. 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. 26/2019 under Clause 27(1).
8. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, 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.
9. 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, Plot No. 55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684708, 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 (SAD), Nodal Officer (CGRF), Assistant Engineer(F/Gunj), 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. Ravichandran)
Chairman
Electricity CGRF