

Hearing on 14/12/2023

The Hearing was held on 14/12/2023 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. Abdul Gafoor, S/o C. Hamza, Complainant.
- (ii) Shri. Sandeep Mukherjee, NO, Elect. Dept.
- (iii) Shri. Rajesh Singh, AE (F/G), Elect. Dept.
- (iv) Shri. Charan Jeevan Ram, JE, Elect. Dept
- (v) Shri. Sunil Kumar Bhatnagar, Elect. Dept.

Shri. C. Hamsa submitted an authorization letter dated 14/12/2023 to authorize his son Shri. Abdul Gafoor to attend the Hearing on behalf of him due to bad health condition and the Forum admitted the same, which is kept in case file **(Exbt.2)**.

Statement of the Complainant

Complainant Shri C. Hamza stated in his complaint letter dated 29/11/2023 that *"with due regard I seek your kind attention that since past few months we have been facing a hike in the electric charges, earlier the charges incurred were around Rs.1500/- but since, March 2023 it has raised more than to double i.e., around Rs.4446/-. In this regard, I had already registered a complaint to the Assistant Engineer, Ferrargunj, Electricity Department on 31-08-2023 and they were installing a sample meter and they found that the meter reading is very high (100 units approx.) within two days in comparison to sample meter. Therefore, I request you to kindly look into the matter regarding the hike in the electric charges and take necessary action to avoid financial burden in the coming future or replace my meter and also request you to settle the hike amount which was I had already paid from Mar 2023 to till date. The details of the consumer are as under: -*

Name : C. Hamza, Consumer No. Q/147, R/o Malapuram.

The complainant submitted copy of the e-bill for the month of October 2023 and Aadhaar Card as ID proof, which is kept in the case file **(Exbt.-3)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (Ferrargunj) on behalf of the Respondent/Licensee(ED) in his written submission letter dated 12/12/2023 has stated that *"the JE Wimberlygunj submitted a report that a test meter was installed at consumer premises from 2/12/2023 to 9/12/2023 for 7 days. The meter test report is enclosed. The per day average consumption is 17 to 18 units of consumer premises and the monthly unit consumption for the month of October 2023 was 598 units. The consumer energy bill generated every month through online reading (monthly consumption data November 2022 to November 2023 of EESL data sheet enclosed). The physical connected load of premises is 6.87*

KVA. The neutral current of consumer premises is in 4.02 Amps. The instantaneous phase current is 1 phase 1.12 Amps. The earthing of consumer premises main earthing wire is break. The event detail earth load 132 count and R phase current reverse 2 count (copy enclosed received from EESL). On checking the smart meter parameter, it was noticed that the neutral current and the instantaneous phase current are not same as it shows there is leakage current in their internal wiring.

Forum's Observation

As per the statements made on hearing date 14/12/2023, the bills from March 2023 raised more than twice, thus he requested the respondent to replace the present energy meter. Accordingly, the Respondent/Licensee (ED) conducted accuracy test of the meter by connecting parallel check meter and found that accuracy of the meter is satisfactory. During inspection it was noticed by the respondent that a neutral current of 4.02 Amps, seems to be on higher side. The complainant stated that the wiring of the building is old.

As per the report of the Assistant Engineer (Ferrargunj, per day average consumption is 17 to 18 units noted during the accuracy test of meter and the monthly unit consumption for the month of October 2023 was 598 units. The Forum observes that the accuracy of the meter is satisfactory and the claim for the excess billing of the complainant is ruled out, considering of old wiring and earth leakage. The Forum directed to the complainant to replace the old wiring and strengthening of the earth immediately.

On physical verification the connected load of the premises was found to be 6.87 KVA but as per records, the connected load was 1 KW. The Forum issued several orders for the update of the connected load of the consumers, but the respondent has not taken any firm action on the above issue. Forum expressed displeasure on the above action and directs the Respondent/Licensee (ED) to update the connected load of all the consumers by a special drive with definite time period of 6 months.

The Forum also directed the Respondent/Licensee (ED) to issue proper notice to the consumer to reduce the connected load within the preview of single phase if not the consumer may asked for modification in the internal wiring for providing a 3-phase electric connection and Electricity Department should collect the difference in Security Deposit amount accordingly. The Forum observed that as per the report of AE(F/G) the main earthing wire in the consumer premises was in broken condition, which causes electrical accidents due to any leakage in the wiring. Hence the Forum suggested to the complainant to install ELCB/RCCB in the circuit to avoid any leakage of current considering the safety aspect.



Hence,

It is Ordered:

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

1. The Case No. 305 is hereby closed with specific direction to the Respondent/Licensee (ED) and the Complainant consumer.
2. The Respondent/Licensee (ED) is directed to issue a proper notice to the consumer to correct the internal wiring and earthing as per JERC Regulation No. 23/2018, and if the same is not done in time, then the Licensee (ED) has to liberty to disconnect the electric connection as per Regulations.
3. The Respondent/Licensee (ED) is directed to issue a proper notice to the consumer to reduce the connected load in the consumer premises bearing Consumer No. Q/147 (Domestic) or update as per present connected load i.e. 6.87 KVA as per JERC Regulation No. 23/2018.
4. The Forum directed to the Respondent/Licensee (ED) to update the connected load of all the consumers by a special drive with definite time period of 6 months from the issue of this Order under intimation to the Forum.
5. The Forum suggested to the consumer to install ELCB/RCCB in the circuit to avoid any leakage of current considering the safety aspects, also the connected load should be reduced or updated as per JERC Regulation, which was not been done in this instant case.
6. 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). **Further, from Sl. No. 2 to 5 of the above said direction copy is also submit alongwith compliance.**
7. 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.
8. 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.

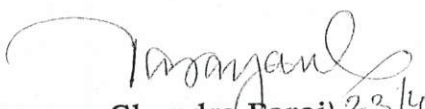


1
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot 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 this Forum.
in 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), 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) 23/4/24
Member Licensee
Electricity CGRF


(R. Ravichandar) 23/4/24
Chairman
Electricity CGRF

~ # ~