

**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 (JERC Nominated).

**In the matter of:**

Shri.Gauri Shanker Sharma, R/o Prothrapur, Sri Vijaya Puram, South Andaman.

**.....Complainant**

**Versus**

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

**.....Respondent**

**Complaint No.** : ANI/CG No. 33/2024 dated 30/09/2024  
**Complaint** : Excess Billing bearing Consumer No. H1/3566 (Domestic)  
**Date of Hearing** : 17/10/2024  
**Date of Order** : 21/10/2024

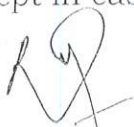
**ORDER**

**Background**

The complainant Shri. Gauri Shanker Sharma, R/o Prothrapur, Sri Vijaya Puram, South Andaman filed a complaint vide R.D. No. 789 dated 30/09/2024 regarding excess billing bearing Consumer No. H1/3566 (Domestic).

The complaint was forwarded on 30/09/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(HQ), Assistant Engineer-III(HQ), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 17/10/2024 at 11:00 a.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 17/10/2024 at 11.00 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer-III(HQ), Electricity Department filed his letter No. EL/AE/PP/1-12/23-24/1200 dated 14/10/2024, forwarded through AE(W/Shop) vide his letter No. EL/AE(W/Shop)/2-16/2024/566 dated 14/10/2024, which was received by the Forum on 15/10/2024, which is kept in case file **(Exbt.-1)**.



### **Hearing on 17/10/2024**

The Hearing was held on 17/10/2024 in the Hearing Hall, Electricity CGRF at 11:00 a.m. The following were present: -

- (i) Shri. Gauri Shanker Sharma, Complainant.
- (ii) Shri. Suresh Kumar, NO, AE(W/Shop), Elect. Dept.
- (iii) Shri. E.P. Shahnavaz, AE(P/Pur), Elect. Dept.
- (iv) Shri. R. Raja, LMMR, Elect. Dept.

### **Statement of the Complainant**

Complainant Shri. Gauri Shanker Sharma stated in his complaint letter dated 30/09/2024 that "I, Gauri Shankar Sharma, have an electricity meter connection with consumer number H1/3566. My current bill amount is excessively higher, nearly 20 to 25 times more than my previous bills. I request a thorough inspection of the meter and the issuance of accurate bills so I can make the necessary payments. I have already visited the AE at Prothrapur, where they properly inspected the meter. Despite submitting written complaints several times, I have not received any relief. Since March 2024, I have paid these excess amounts, and I kindly request that they be adjusted in future bills."

The complainant submitted copies of e-bill, payment receipt, letter to the AE(Prothrapur) and Driving license as his valid ID proof, which is kept in the case file (Exbt. -2).

### **Reply of the Respondent/Licensee (ED)**

The Assistant Engineer- III(HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission vide letter No. EL/AE/PP/1-12/23-24/1200 dated 14/10/2024 has stated that:-

1. "The complainant consumer is having three phase smart meter under A/C No. H1/3566 for domestic purpose.
  2. At the time of providing electric connection connected load sanctioned is 6 KVA whereas the present connected load found in consumer's premises is 9 KVA.
  3. A check meter was installed in consumer premises and observed the unit consumption day wise from 3.10.2024 to 8.10.2024 and found there is no disparity on unit consumption of both check and existing meter.
  4. As per the direction of the Forum the extract of consumer profile, smart meter details report received from EESL, Meter reading Chart, Consumer Ledger, Meter reading book details & Meter Testing report are enclosed.
  5. On checking earthing found satisfactory.
- This is for your kind information and further necessary action."

The Respondent/Licensee (ED) has submitted copies of Consumer ledger, monthly consumption data, meter reading records and meter testing report, which is kept in the case file (Exbt. -3).



### **Submission of the Complainant**

Gauri Shankar Sharma, the complainant, holds an electricity meter connection under consumer number H1/3566. He has been receiving electricity bills that are excessively high, approximately 20 to 25 times higher than previous amounts. Despite having approached the Assistant Engineer (AE) at Prothrapur, who conducted a thorough inspection of the meter, no relief has been granted. He has submitted multiple written complaints but continues to pay the inflated bills since March 2024. The complainant requests a comprehensive inspection of the meter and adjustments in the billing to reflect accurate consumption, allowing him to make appropriate payments.

### **Submission of the Respondent (Licensee)**

The respondent stated that the complainant, Gauri Shankar Sharma, has a three-phase smart meter under account number H1/3566 for domestic use. The originally sanctioned load for the connection was 6 KVA, but upon recent inspection, the connected load at the premises was found to be 9 KVA. A check meter was installed from October 3, 2024, to October 8, 2024, and the total unit consumption on both the check meter and the existing meter showed no discrepancy. Furthermore, earthing at the complainant's premises was inspected and found to be satisfactory. The department has provided reports from the consumer's profile, smart meter details, meter reading charts, and other related documentation as directed by the Forum.

### **Forum's Observation**

Gauri Shankar Sharma, who holds the electricity meter connection with consumer number H1/3566, has faced a substantial increase in electricity bills since March 2024, amounting to almost 20 to 25 times the regular charges. Sharma has taken the issue to the Assistant Engineer at Prothrapur, who inspected the meter, but no resolution has been achieved despite several written complaints. Sharma now seeks an adjustment for the overpaid amounts in future bills and a proper reassessment of the meter to ensure accurate billing.

According to the respondent, Gauri Shankar Sharma is a consumer with a three-phase smart meter under account number H1/3566 for domestic electricity usage. The sanctioned connected load at the time of the initial connection was 6 KVA; however, during a recent inspection, the load in use at the premises was found to be 9 KVA. To verify the meter's accuracy, a check meter was installed between October 3, 2024, and October 8, 2024. The day-to-day consumption observed in both the check meter and the existing meter showed no variations, confirming the accuracy of the readings. Additionally, the earthing system at the site was found to be satisfactory.

The Forum observed that the complainant claimed his electricity consumption was minimal, but the bills received were significantly higher. The



department's report indicated that the meter was accurate, as verified by the check meter, which showed no discrepancies. During the inspection, it was noticed that the premises having three floors and the complainant is staying on the first floor of the building having 3 bedrooms. Most of the connected load in the premises having energy efficient equipment like LED bulbs and tube lights. The ground floor and second floors are provided for rent having single phase 7 connections. The first floor occupied by the complainant having a three-phase connection under A/C No. H1/3566, which was directly tapped from the poles. Furthermore, seven single-phase connections were looped from this three-phase connection, with a shared earthing system for all. The consumption pattern of the consumer from January 2022 to July 2024 seems to be in order. The consumer is advised to segregate the earthing system of the wiring and recommended to provide Earth Leakage Protective Device (ELPD) to prevent any leakage and safety of the equipment. The Forum also suggested to the consumer to use BLDC fans and use the roof top by putting solar panels to reduce the consumption. The Forum also directs the respondent to provide independent connection to each meter, sometimes this configuration may have contributed to the excess billing. The Complainant also requested to the Forum for paying his outstanding arrears in three installments is accepted and directs the Respondent (ED) accordingly.

**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 Complaint No. ANI/CG No. 33/2024 is hereby closed without any merit to the consumer and with specific direction to the Respondent/Licensee (ED) and the complainant consumer.
2. The respondent is directed to replace the existing tapping connection to avoid multiple connections being tapped from a single phase.
3. The respondent is further directed to ensure the segregation of the earthing for all the individual connections by giving proper notice to the complainant.
4. The Forum directs the respondent to collect all the outstanding arrears in three installments along with the running bills as requested by the consumer.
5. The complainant is suggested to install an Earth Leakage Protective Device (ELPD) to prevent any leakage and protect the electrical equipment.

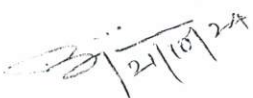


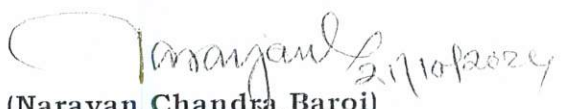
6. The Forum also suggested to the complainant that to use BLDC fans and use the roof top solar panels to reduce consumption.
7. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024. **Further, from Sl. No. 2 & 6 of the above said directions compliance should be provide with supporting documents, if any.**
8. 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.
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**, 3<sup>rd</sup> 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 Form 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), 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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