

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. Praveen Bhushan, C/o Haywizz Resort, R/o, Swaraj Dweep, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 07/2025 dated 19/05/2025.
Complaint : Excess billing bearing Consumer No. Z/3711
(Hotel 3 phase)
Date of Hearing : 04/06/2025
Date of Order : 23/06/2025

ORDER

Background

Shri. Praveen Bhushan, C/o Haywizz Resort, R/o Swaraj Dweep, South Andaman, filed a complaint vide R.D. No. 1135 dated 19/05/2025 regarding for recovery/refund of excess billing of consumer bearing A/c No. Z/3711 (Hotel 3-phase) since the date of installation of faulty meter and CT.

The complaint was registered and forwarded to the Licensee (Electricity Department) on 19/05/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer (Swaraj Dweep). Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was endorsed to the complainant for attending the hearing at 10.30 am on 04/06/2025 in the hearing hall of the Electricity CGRF building at Horticulture Road, Haddo, Sri Vijayapuram.

The AE (Swaraj Dweep), Elect Dept., vide his letter No. EL/AE/SH-WV/1-55/2025-26/348 dated 02/06/2025 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was received by the Forum vide R.D No. 1166 dated 02/06/2025 respectively (the letter is kept in case file) **(Exbt. -1)**.





Hearing on 04/06/2025

The Hearing was held on 04/06/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Praveen Bhushan, Complainant.
- (ii) Shri. Krrish Bhushan, Asst. Complainant.
- (iii) Shri. Rakesh Singh, AE(S/D), E/D.(through Video Conference)
- (iv) Shri. Shakeel Ahmed, SBEO, Elect. Dept.
- (v) Shri. Gild Kurup, LMMR, Elect. Dept.

Statement of the Complainant

Shri. Praveen Bhushan, C/o Haywizz Resort, R/o Swaraj Dweep, North Andaman stated in his complaint dated 19/05/2025 stated that "I am a consumer of the electricity department vide Energy meter bearing A/c no. Z/3711 which is assigned to the hotel, Haywizz Resort, Swaraj Dweep. Since the date of installation of energy meter, I have been registering repeated complaints of excessive billing at Swaraj Dweep site office and on my complaint each time, a meter reader or lineman would be deputed and without proper testing or verifying the accuracy of energy meter, I would receive a verbal reply from the site office that the meter is functioning accurately, and the CT is also accurate.

Being a non-technical person without any knowledge of energy meter testing/reading process, I had no options but to rely upon the electricity department's claim that my meter was functioning properly and that my consumption of electricity was as per my usage even though I always had reason to doubt on the electricity department's claim because they never submitted any test report.

Despite of COVID- 19 and lean tourist seasons, my electric bill was continuously raised exorbitantly in comparison to other hotels of my category.

Aggrieved and repeatedly receiving false verbal report from the electricity department, I had again made written complaints on 04/02/2025 and only after my repeated request, the electricity department installed a check meter from 23.03.2025 to 23.04.2025, and then it became evident by comparing the meter readings of both the Meters that there was a difference of 4822 units amounting to Rs 1 lakhs (approx.).

Sir, This difference has been established only after providing a check meter. The electricity department for the past so many years has been billing my hotel extra in spite of my repeated request to check the accuracy of the meter and CT. I have been paying a significantly large extra amount billed to my hotel due to the lethargic and unprofessional approach of the department to solve my electric billing-related issue for the past so many years.

I humbly request that the matter may be taken up by the HON'BLE FORUM and direction may be given to the electricity department to refund me the extra amount I have been paying from the date of installation of my Energy meter.

I enclose the supporting documents for my claim.

- 1) My application dated 04.02.2025.
- 2) Reading chart of both the Meters from 23.03.2025 to 23.04.2024.
- 3) My application dated 30.04.2025 requesting the electricity department to refund my extra amount paid since the installation of the aforementioned faulty Energy meter."

The Complainant has submitted photocopies of letters dated 04.02.2025 & 28.04.2025 addressed to the AE (Swaraj Dweep) and Meter Testing report, which is kept in the case file (Exht. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer (Swaraj Dweep), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission letter dated 02/06/2025 stated that:

"The consumer No. Z/3711 is running a commercial establishment equipped with a dedicated transformer of 315 KVA with a sanctioned load of 273 KVA and connected load is 689 KVA functioning at Swaraj Dweep. The consumer vide his application has cited excess billing, Furthermore, on receipt of representation vide Dt. 28/04/2025 for better appreciation of the matter Junior Engineer T&D, Swaraj Dweep was directed vide Note No. EL/AE/SH-SW/1-26/2025-26/286 Dt. 02/05/2025 to cross verify the consumption by installing a parallel check meter.

Accordingly, Junior Engineer T&D, Swaraj Dweep has complied with the direction and submitted all requisite details as directed vide letter Dt. 22/05/2025 (copy enclosed) which reveals that a parallel check meter was installed for 10 days, and readings were recorded each day which was duly authenticated by the consumer from 02/05/2025 to 11/05/2025.

For better appreciation the meter reading log sheet with signatures is enclosed based on the readings over a 10-day period which transpires that the average difference between the two meters were found to be 14 units per day, which is approximately 1.3%. The meter reading sheet, ledger copies, and photographs of both meters with consumer signatures are enclosed for ready reference. Moreover, for brevity extract of the Consumer's load profile is detailed as follows: -



*R Phase: 78 Amps
*Y Phase: 45 Amps
*B Phase: 72 Amps
Neutral (N): 39 Amps
Earthing Resistance: 2.5 Ohms

Unbalanced Load: The comparison of load through the check meter installed parallel to the old meter indicated significant imbalances, with varying currents across different phases. This imbalance, especially during peak seasons, raises concerns about neutral current and uneven load distribution.

Unauthorized Load Increase: The connected load was increased from 273 KVA to 686 KVA without prior intimation or approval from the Electricity Department. This unauthorized load escalation may have contributed to stress on cables and CTs, potentially affecting meter accuracy and system stability.

The consumer herein has alleged about high consumption recorded during 23/03/2025 to 23/04/2025, which is not relevant to the instant matter.

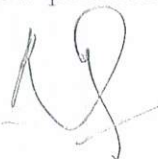
Earlier High Billing Complaint: In a prior instance, a check meter was installed using a 200/5 CT coil due to the non-availability of the required size CT, resulting in an exaggerated difference due to under-rated CT capacity. Subsequently, a 500/5 CT coil was procured and installed, during which it was observed that the original meter (Z/3711) lacked a CT coil in the neutral, which could have impacted accurate metering."

The Respondent/Licensee (ED) has submitted photocopies of Note dated 02.05.2025, Meter reading log sheet, Meter photos, Meter reading record and Consumer ledger, which is kept in the case file (**Exbt. -3**).

Complainant's Statement

The complainant, operating Haywizz Resort, alleged a long-standing issue of inaccurate billing dating back to 2019. Despite raising several complaints at the local office, the responses were always informal with no documented testing or verification of the energy meter or CT setup. The complainant's suspicion grew stronger during periods of minimal usage, such as the pandemic, when high bills continued unabated.

They finally managed to get a check meter installed in early 2025, which confirmed that the original meter had been over-recording by over 4800 units in a month. The complainant claims that if this issue had been addressed earlier, they would not have suffered financial losses. They demand a full refund from the date of meter installation, stating the fault was due to departmental negligence and failure to follow protocol.



Respondent's Statement

The department argues that the consumer, Haywizz Resort, has been operating beyond their sanctioned capacity, with connected loads more than double the approved limit. This, combined with imbalanced phase currents and missing CT coil in the neutral in earlier setups, may have caused distortions in metering data.

They attribute earlier complaints and high billing to infrastructure strain, load mismanagement, and consumer's failure to intimate load enhancements. They also claim efforts were made to test earlier, though equipment constraints led to inaccurate early findings.

Forum's Observation

The case pertains to a long-standing dispute between a consumer—Haywizz Resort, Swaraj Dweep—and the Electricity Department over allegations of excessive electricity billing. The consumer, having energy meter account number Z/3711, has consistently raised concerns since the installation of the energy meter, claiming that their electric bills have been disproportionately high, especially when compared to other similar commercial establishments. The consumer asserts that despite making multiple complaints—both verbal and written—no proper meter accuracy test or CT (Current Transformer) calibration and verification was conducted by the department for several years.

It was only after a written complaint dated 04.02.2025 and persistent follow-up that a check meter was installed from 23.03.2025 to 23.04.2025, revealing a significant discrepancy of 4822 units (approx. ₹1,00,000). But the department stated that the check meter was installed using a 200/5A CT coil due to the non-availability of required matching CT ratio the excess reading was noticed. Subsequently a 500/5 A CT was procured and installed during which it was observed of accurate metering. The consumer is now seeking refund and rectification of the bills from the date of meter installation. However, the department stated that the consumer was increased the connected load without any proper communication to the department may be the reason for high consumption also noticed that unbalanced load in the phases which may also contribute to the high consumption. The department was not properly recorded the maximum demand of the consumer on monthly basis to prove the same.

The consumer requested to the Forum during the hearing that the joint inspection for find out the actual connected load of the premises may be postponed for one month due to his visit to mainland. The Forum directed to the department that the joint inspection may be arranged accordingly after



return of the consumer from mainland with proper advance notice to the consumer.

The complainant, a commercial consumer operating under the name Haywizz Resort at Swaraj Dweep, has alleged that the electricity meter installed for their hotel (bearing account number Z/3711) has been recording excessive electricity consumption since its installation. Despite multiple complaints made over the years at the Swaraj Dweep site office, the response received has been informal and verbal, often from linemen or meter readers, asserting the meter's accuracy without any formal testing or documentation.

The complainant, being non-technical, relied on these unofficial assurances but remained suspicious, especially given the disproportionately high bills received even during COVID-19 lockdowns and periods of low tourist activity. Finally, after formal written complaints dated 04.02.2025 and 30.04.2025, the department installed a check meter between 23.03.2025 and 23.04.2025, which showed a discrepancy of 4822 units in just one month, establishing clear evidence of overbilling.

The complainant is aggrieved by the unprofessional and negligent conduct of the department and seeks redressal including refund of excess amounts paid over the years, which they claim is a direct consequence of the faulty energy meter and CT setup.

The electricity department, responding to the complaint, stated that the consumer's premises are connected via a dedicated 315 KVA transformer, with a sanctioned load of 273 KVA, while the connected load was found to be 689 KVA, indicating an unauthorized increase. Upon receiving the complaint dated 28.04.2025, the department directed the Junior Engineer, T&D Swaraj Dweep, to install a check meter, which was done from 02.05.2025 to 11.05.2025.

The check meter was operated in parallel with the original meter, and authenticated readings showed an average difference of 14 units/day, amounting to an error of approximately 1.3%, which is within acceptable limits for a commercial CT-connected consumer. Additionally, observations highlighted a significant load imbalance across phases and absence of CT coil in the neutral line in earlier installations.

They further noted that a previous check meter test was invalid due to use of an undersized 200/5 CT, later rectified with a 500/5 CT. They argue that the billing was based on actual consumption influenced by unbalanced and excessive load, not due to meter fault.

Upon detailed examination of the case, the Consumer Grievance Redressal Forum (CGRF) noted several critical aspects:

As per the JERC Supply Code Regulation 2018, Chapter 4 system of supply and classification of consumers under section 4.3 the contracted load



exceeding 100 KVA and up to and including 5000 KVA the system of supply may be 6.6 kV/11kV/22 kV/33 kV. In Andaman & Nicobar Islands such consumers are provided with the supply of voltage level at 11 kV. As per the directive of JERC for the loads above 100 KVA, the supply may be connected on 11 kV and a separate transformer of adequate capacity of transformer shall be installed at consumer cost as per the electricity supply code regulations 2018 notified by JERC and as amended from time to time. In case of consumers where the metering is being done on the LT side of the transformer, the consumption should be computed by adding 3% extra on account of transformation/losses. This arrangement shall be continued for a maximum of one year within which the metering shall be shifted to HT (11kV) side of the transformer. Accordingly, such complaints regarding matching CT and allied issues may be avoided in future. The complainant has been reporting excess billing since May 2019, which was not resolved satisfactorily. The respondent confirmed that there was a significant increase in connected load—from 273 KVA (sanctioned) to 689 KVA (unauthorized)—which could have affected system performance and meter readings. The load unbalance across the phases was clearly observed, with uneven current draw, especially in peak periods. The check meter test conducted in May 2025 showed a daily difference of approx. 1.3%, indicating the meter was running fast, albeit within permissible range. However, as per CEA 2006 regulations and JERC Supply Code, 2018, the permissible error limit for CT-connected meters is $\pm 0.5\%$, not 1.3%. Hence the Forum directs the respondent to calibrate the CT's and accordingly replace the meter immediately. The Forum also observed that connected load assessments were also not conducted in the presence of consumer representatives, which is a procedural lapse. Hence the Forum directs the respondent to update the connected load by giving proper notice to the consumer well in advance and the same may be updated and the billing may be prepared accordingly. As per the Clause 6.39 of JERC supply code regulations 2018, permits rectification of billing for up to 6 months or from last test date, whichever is later, in case of proven meter faults. Further the activities / authenticity of the meter reader to be checked by JE/AE periodically while preparing bills of highly consumption consumers, specially hotels and resorts etc.

10/05/2025.

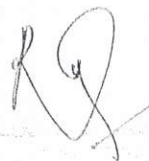
It is Ordered:

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. 07/2025 is hereby closed with specific direction to the Respondent/Licensee (ED) and the Complainant.



2. The Forum directs the Respondent to calibrate the CT's and replace the faulty meter immediately, since the accuracy of the meter seems to be above the permissible error limit of CT operated meters. Reissue the bill for the period of last six months starting from May 2025 as per the clause 7.12 & 7.13 of supply code regulations 2018 and the same may be adjusted in the future bills.
3. The Forum directs the Respondent to update the connected load by giving proper notice to the consumer well in advance and the joint inspection of the premises may be conducted in the presence of the consumer to avoid future litigations regarding connected load. Update the connected load in the billing software and the fixed charges to be calculated accordingly.
4. The Forum directs the Respondent to bill the consumer as HT consumer as per the directive of JERC for the loads above 100 KVA, the supply may be connected on 11 kV and a separate transformer of adequate capacity of transformer shall be installed at consumer cost as per the electricity supply code regulations 2018 notified by JERC and as amended from time to time.
5. The Forum directs the Respondent to use the methodology adopted by the JERC in the case of HT consumers where the metering is done on low voltage side of the transformer instead of high voltage side, the consumption should be computed by adding 3% extra on account of transformation / losses. This arrangement may be continued for a maximum of one year within which metering shall be shifted to HT (11kV) side of the transformers.
6. Consumer is advised to explore to the maximum extended possibility to provide solar roof top energy options for reducing the dependence on fossil fuel power.
7. Consumer is advised to install Earth Leakage Protective Device (ELPD) in the wiring to prevent earth leakages and ensure safety of human beings.
8. 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.
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.



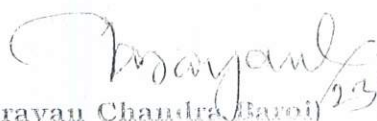
10. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

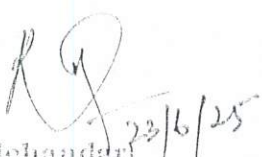
The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog 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 day].

A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer (Swaraj Dweep), 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) 23/6/2025
Member (Licensee)
Electricity CGRF


(R. Ravichander) 23/6/25
Chairman
Electricity CGRF

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