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

Shri. M.A. Majeed, R/o Phoenix Bay, Sri Vijaya Puram.

Versus

.....Respondent

025.



विद्युत (सी. पी. मा. एन.)
Electricity (C.B.S.E.)
प्रतिलिपि
Copy
A & N 18100., पन्ना 308
पृथ्वी वि. प्रकाशन, वाटें हावड़ा

Background

The complaint was registered as ANI/C.G. No. 22/2025 and forwarded on 18/08/2025 vide letter No. ANI/CGRF/10-409/846 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter Respondent for submitting reply/comments and attending the Hearing fixed on 09/09/2025 at 11:00 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 09/09/2025 at 11.00 a.m.

The AE-I(HQ), Elect Dept., vide his letter No. EL/AE/SD-I/HQ/27-8/2025/610 dated 26/08/2025 along with enclosures submitted by Nodal officer vide letter no. EL/AE(W/Shop)/2-16/2024-25/289 dated 28-08-2025 on reply / comments on behalf of the Respondent, which was received by the Forum vide R.D No. 1333 dated 29/08/2025 respectively (the letter is kept in the case file) (**Exbt.-1**).



Hearing on 09/09/2025

The Hearing was held on 09/09/2025 in the Hearing Hall, Electricity CGRF at 11:00 a.m. The following were present: -

- (i) Shri. M. R. Sharma, AE(W/Shop), Elect. Dept.
- (ii) Shri. Naveen Lall, AE-III(HQ), Elect. Dept.
- (iii) Shri. Rajesh Kumar Singh, JE, Elect. Dept.
- (iv) Shri. Ashok, LMMR, Elect. Dept.
- (v) Shri M.A. Majeed the complainant (absent)

The complainant was absent on 09/09/2025 due to miscommunication, the Forum again fixed the hearing on 18/09/2025 at 11 AM to hear the complainant.

Statement of the Complainant

The complainant Shri. M.A. Majeed, R/o Phoenix Bay, Sri Vijaya Puram stated in his complaint letter dated 13.08.2025 that *"I am filing this formal complaint under the provisions of Regulation 4.22 and Regulation 7.12 of the Joint Electricity Regulatory Commission (JERC) - Electricity Supply Code regarding incorrect billing due to a defective electricity meter at my premises.*

1. FACTUAL BACKGROUND

- *Period of Defective Meter: August 2024 to 17 July 2025*
- *Complaint Filed: 4 July 2025 to the Executive Engineer (HQ), Electricity Department, Port Blair*
- *Meter Replacement Date: 17 July 2025 (confirmed by the department)*
- *Acknowledgment: 19 July 2025 (thanking the department for prompt meter replacement)*

2. REGULATORY VIOLATIONS & APPLICABLE PROVISIONS

Regulation 4.22 - Billing in Case of Defective Meters:

- *Mandates assessment of consumption based on average of last six correct billing cycles when meter is defective*
- *Requires adjustment/refund of excess amounts paid during defective meter period*
- *Regulation 7.12 - Consumer Protection in Billing:*

Ensures fair billing practices and protection against incorrect charges Provides framework for billing corrections and consumer remedies.

3. GRIEVANCES

- a) *Incorrect Billing Period: Bills issued from August 2024 to 17 July 2025 were based on faulty meter readings.*
- b) *Financial Impact: All bills during this period were paid in good faith despite meter malfunction*
- c) *Regulatory Non-Compliance: Billing continued without proper assessment as per JERC regulations*



d) *Delayed Resolution: Meter remained defective for approximately 11+ months before replacement*

4. RELIEF SOUGHT

In accordance with JERC Regulations 4.22 and 7.12, I respectfully request:

a) *Recalculation of Bills:*

- *Recalculate consumption from August 2024 to 17 July 2025*

Base calculations on average consumption of six correct billing cycles immediately preceding August 2024

- *Apply standard tariff rates for the corrected consumption*

b) *Financial Adjustment:*

- *Calculate excess amount paid due to incorrect billing*
- *Adjust overpaid amount against future electricity bills, OR*
- *Issue refund of excess amount with applicable interest*

c) *Detailed Statement:*

- *Provide month-wise comparison showing:*
- *Original billed consumption and amount*
- *Recalculated consumption as per regulations*
- *Net adjustment/refund amount*
- *Date-wise payment history during defective period*

d) *Compliance Certificate:*

- *Confirmation that future billing will comply with JERC regulations*
- *Assurance of timely meter testing and replacement protocols*

5. SUPPORTING DOCUMENTS

Enclosed herewith:

- *Copy of complaint dated 04 July 2025*
- *Copy of acknowledgment letter dated 19 July 2025*
- *Meter replacement confirmation (17 July 2025)*
- *Payment receipts for bills from August 2024 to July 2025*
- *Previous correspondence with Electricity Department*

6. PRAYER

I humbly pray that this Hon'ble Forum may be pleased to:

1. *Direct the Electricity Department to recalculate bills as per JERC Regulations 4.22 & 7.12*
2. *Order immediate adjustment/refund of excess amount paid*
3. *Ensure compliance with regulatory provisions for consumer protection*
4. *Pass any other order deemed fit and proper in the circumstances*

7. DECLARATION

I solemnly declare that the facts stated above are true to the best of my knowledge and belief. I have not filed any similar complaint before any other forum regarding this matter.

I request the Hon'ble Forum to expedite this matter considering the financial hardship caused due to prolonged billing irregularities."



The complainant enclosed photocopies of letter submitted to the EE(HQ) dated 05.07.2025, Elect. Dept., e-bills and Aadhar card as ID proof, which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent

The Assistant Engineer-I(HQ) submitted para-wise comments on behalf of the Respondent vide letter No. EL/AE/SD-I/HQ/27-8/2025/610 dated 26/08/2025 stated that: -

1. "A Copy of the consumer ledger from Jan 2022 to till date, as requested, is enclosed herewith for your kind reference.
2. The energy meter bearing A/c No. C1/5378 vide G.P. No. 7802969 was recently replaced on 17.07.2025 as consumer requested. The old meter was stopped from May 2023 for the same this office already informed to the EESL. A new Smart Meter vide G.P. No. 7800911 was installed under the same account number and the details of per day consumption is given below.

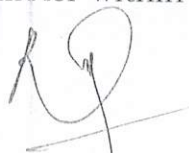
Sl. No.	Month	Reading	Difference	Per day Consumption
1.	17.07.2025	0000 kwh	277 kwh	19.7 kwh
2.	31.07.2025	277 kwh		
3.	31.07.2025	277 kwh	610 kwh	25.4 kwh
4.	23.08.2025	887 kwh		

3. The connected load associated with A/c No. C1/5378 is 6 kW.
 4. A copy of the meter reading book for the above account is enclosed for your reference.
 5. This site office has already requested the concerned EESL to conduct the testing of the said energy meter to verify its accuracy and functionality (copy enclosed).
 6. The matter is presently under process, and this office is awaiting the result and the final testing report from the competent authority (EESL).
 7. All relevant supporting documents, including the Consumer Profile, Smart Meter Detailed Report, Connected Load Details, Meter Testing Request Copy, and Meter Reading Book extract from 01/2022 to till date, are enclosed herewith for your kind information and necessary action.
- This is for your kind information and submission action please."

The Respondent enclosed the letter received from JE(P/Bay), mail to the EESL and Test certificate in r/o Meter Sr. No. GP7800911, which is kept in the case file **(Exbt. -3)**.

Submission of the Complainant

The complainant emphasized that first he noticed the meter malfunction in the month of August 2024, despite my repeated complainant to the respondent about the defective meter, no timely action was taken. They stated that the respondent's failure to replace the meter within the mandated 15 days



caused not only financial hardship but also a loss of trust in the system. The complainant maintained that they were forced to pay inflated bills generated on incorrect readings for nearly a year, and despite making payments on time, no corrective relief was provided.

He reiterated that as a law-abiding consumer, he expect fair treatment under the JERC Regulations and urged the Forum to ensure both monetary compensation and systematic reforms to prevent such lapses from the respondent.

Submission of the Respondent

The respondent contended that while the meter was indeed defective from May 2023, bills were issued on an average basis to ensure continuity of supply. They clarified that the primary cause of delay was the non-replacement of the meter by EESL, despite repeated reminders. The respondent maintained that it had fulfilled its duty by escalating the issue to EESL and by keeping records transparent.

The respondent further stated that the installation of a smart meter on 17 July 2025 had resolved the issue and that the consumer's current billing pattern matched their historical average consumption. They expressed willingness to follow any direction of the Forum regarding recalculation, adjustment, or compensation, but stressed that contractual delays by EESL were beyond their direct control.

Forum's Observation

The case pertains to non-replacement of faulty meter in time and monthly billing prepared by the respondent during the faulty period beyond three months was not in line with the Electricity Supply Code 2018 Regulations under section 7.12. As per the reply submitted by the respondent the energy meter bearing A/C no. C1/5378 vide G.P. No. 7802969 was faulty from May 2023 and the new smart meter vide G.P. No.7800911 was replaced against the faulty meter on 17/07/2025 against the request made by the complainant on 04/07/2025 and an acknowledgement received by the respondent from the complainant on 19/07/2025. From May 2023 to July 2023 the monthly bill can be prepared based on the average monthly consumption from the preceding three months. These charges apply for a maximum period of three months, during which the respondent is expected to replace the defective meter. August 2023 to till the replacement of faulty meter the respondent has prepared the bills on average basis is not in order as per the Electricity Supply Code Regulations 2018. As per the JERC amendment order dated 25/06/2021 "no bills can be raised beyond the period of three months and changed the term "months" to "billing cycle". Within this three month should have been replaced the defective meter. Since both the parties



have defaulted in complying with the regulation 6.16 ,6.18, 6.19 ,6.45, 6.46 and 6.47 of Electricity Supply Code 2018 and the respondent is directed revise the assessment of bill from August 2023 to till the replacement of faulty meter may be recalculated by considering the base period on the actual consumption recorded in the old smart meter, from May 2022 to April 2023 and if any excess amount collected from the complainant may be adjusted in the future bill. The Forum also observed that with repeated directive to the respondent regarding the updation of connected load causing huge recurring revenue loss to the government exchequer to be audited properly and the defaulters may be made accountable. As per the mail received from JE (P/Bay) the complainant sanctioned connected load was 6 kW and now the complainant has increased the connected load to 16.618 kW (21kVA) without any intimation to the respondent, to be updated by the respondent in their records and the fixed charges to be collected from the complainant accordingly.

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 is closed with specific directions to the Respondent and the Complainant.
2. The Forum directs the Respondent to revise the assessment of bill from August 2023 to till the replacement of faulty meter may be recalculated by considering the base period on the actual consumption recorded in the old smart meter, from May 2022 to April 2023 and if any excess amount collected from the complainant may be adjusted in the future bill.
3. The Respondent shall hold EESL accountable for delay in meter replacement as per the master agreement but ensure consumer interest is to be protected without shifting the burden of the departmental disputes.
4. The Respondent is also directed to review its contract monitoring mechanism with EESL to avoid such prolonged delay in replacing faulty meter in future.
5. The Respondent is further directed to ensure that all the defective meters are to be replaced within the stipulated 15 days, strictly in line with JERC SOP regulations in future to avoid disputes and compensation issues.
6. The Respondent shall initiate contractual action against the EESL for failure to replace the faulty smart meter in time and for the breach of contract agreement.



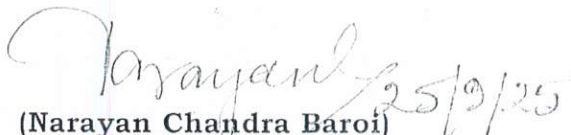
7. The Complainant is advised to install an ELPD (Earth Leakage Protective Device) in the wiring for safety and prevention of earth leakage).
8. The Forum directs the Respondent to conduct a special drive to update the connected load of the consumer to avoid the recurring revenue loss to the Government exchequer to be audited properly and the defaulters may be made accountable.
9. 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.
10. 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.
11. 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.

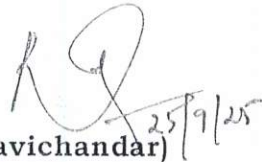
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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

A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-I(HQ), 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)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF