

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:

Smti. Kanti Dass, W/o Shri. Basudev Dass, R/o Garacharma, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 51/2025 dated 22/01/2025.
Complaint : Quality of Services
Date of 1st Hearing: 10/02/2025
Date of 2nd Hearing: 17/02/2025
Date of Order : 24/02/2025



ORDER

Background

The complainant Smti. Kanti Dass, W/o Shri. Basudev Dass, R/o Garacharma, Sri Vijaya Puram, South Andaman, filed a complaint vide R.D. No. 956 dated 22/01/2025 regarding Quality of Services bearing Consumer No. H3/7182 (Revised to H6/7182) (Domestic).

The complaint was registered as ANI/C.G. No. 51/2025 and forwarded on 22/01/2025 vide letter No. ANI/CGRF/10-374/607 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III(HQ), Electricity Department for submitting reply/comments and attending the Hearing fixed on 10/02/2025 at 10:30 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 10/02/2025 at 10.30 a.m. The second hearing was fixed on 17/02/2025 at 10:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Sri Vijaya Puram with relevant documents to depose before the Forum.

The Assistant Engineer-III (HQ), Electricity Department vide his letter No. EL/AE/PP/1-12/24-25/1776 dated 04/02/2025 and No. EL/AE/P/Pur/HQ/1-12/24-25/1781 dated 07/02/2025 submitted reply/comments on behalf of the Licensee/Respondent (ED) (the letter is kept in case file) (**Exbt. -1**).

Hearing on 10/02/2025

The Hearing was held on 10/02/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. J. Sudarsanan, Complainant Representative.
- (ii) Shri. Naveen Lall, AE-III(P/Pur), Elect. Dept.
- (iii) Shri. R. Maheswari, JE(G/Charma), Elect. Dept.
- (iv) Shri. R. Raja, Elect. Dept.

Statement of the Complainant

The complainant Smti. Kanti Dass, W/o Shri. Basudev Dass, R/o Garacharma, Sri Vijaya Puram, South Andaman stated in her complaint letter dated 22.01.2025 that:

1. *"That the complainant is an age-old senior citizen and consumer under the Electricity Department, Andaman and Nicobar Administration having Consumer No. H3/7182 since altered to H6/7182.*
2. *That Consumer & Civil Rights Protection Council, Andaman and Nicobar Islands is a voluntary organization registered under the law for the time being in force having Regn. No. 1645 with a moto to espouse the cause of the aggrieved consumers before the appropriate redressal agencies and mobilising protection of civil rights of the people of Andaman and Nicobar Islands.*
3. *That the complainant hereby authorises the Chairman, Consumer & Civil Rights Protection Council to file the present petition of complaint before this Hon'ble Forum, proceed with the matter till its disposal, file application or applications of any nature, make necessary submissions and do whatever deeds or things which are necessary for the purpose of this case and I hereby ratify that whatever deeds, things, acts or actions the said Chairman does for the purpose of this case shall be deemed to be deeds, things, acts or actions done by me.*
4. *That the Opposite Party herein is a service provider under the Andaman and Nicobar Administration in respect of electricity supply to the households, industrial establishments, commercial organisations and other units in Andaman and Nicobar Islands on usual payment of consideration.*

Nature of grievance:

1. *That the complainant is an electricity consumer having consumer number H3/7182 since altered to H6/7182. She has always been punctual and regular in payment of electricity bills well within the due dates and there had never*



been any delay resulting in penalty of surcharge or re-connection charge at any point of time. She paid her last bill for the month of August 2024 on 16/10/2024 vide receipt No. 008-PGN-1082754. However, she has not received electricity bills for the months of September, October, and November 2024 inasmuch as, no bill was shown to have been generated under consumer No. H3/7182. There was also no alert through SMS in her registered mobile number 9679507141.

2. That finding no bill while exploring the Urjapay website every month, say September, October and November, 2024 of the Opposite Party with an intention to pay the electricity charges; the complainant's husband visited the sub-office of the Electricity Department sometime in the middle of November 2024. But the officials of the Electricity Sub-office could give no reply in this Connection.

3. That on January 8, 2024, the complainant received an SMS on her registered mobile number (9679507141), notifying her that "Electricity charges Rs. 2068/- for AC No. H6/7182 for the month of 11/2024 is due on 20/01/2024" with a direction to pay online at urjapay.andaman.gov.in. The information did not reveal that consumer number was altered from H3/7182 to H6/7182, which created a confusion regarding whom the consumer number H6/7182 belongs to.

5. The complainant's husband then visited one of the sub-offices of the Opposite Party at Dairy Farm (A.E.-II) and inquired about whom the consumer number H6/7182 belongs to. The officer there informed him that consumer number of the complainant has been altered from H3/7182 to H6/7182 and this was the reason why no payment was shown to have been outstanding against Consumer No. H3/7182.

6. That upon verifying the bills, the complainant observed that the department has raised surcharge @ 1.5 percent against bills for the months of September 2024 and October 2024 and reconnection charge of Rs. 25/- for the month of November 2024. However, he made payment of all the three outstanding bills reserving his rights to raise objection before the competent authority.

7. That the complainant's husband then visited the sub-office of the opposite party and told the officer there that they ought to have intimated the consumers whenever their consumer numbers have been altered, but the officer has failed to give any satisfactory reply.

8. Upon visiting the Urjapay website, she was shocked to find that she was defaulter in payment for two months and was directed to pay additional penalty including reconnection fee. The break-up of the charges is as follows: -

September 2024: Due date fine - Rs. 26/-

October 2024: Due date fine - Rs. 28/-

Reconnection fee Rs. 25/-

Total extra amount: Rs. 79

9. Considering the above issue arose due to the department's failure to inform her about the changes in consumer number, she had to pay an amount of Rs. 79/-. Copies of the electricity bills for the months of September, October, and November 2024 are annexed herewith.

10. That the complainant thereafter inquired of the matter from various Electricity Consumers of his area in Garacharma and many of them informed



him that they did get no intimation regarding alteration of consumer number and this has resulted them in payment of surcharge and reconnection fee.

11. That cause of action in filing the present complaint arose on January 8 2025 when the complainant came to know that his consumer number has been altered from H3/7182 to H6/7182 and due to the reason the consumer had to pay an extra amount of Rs. 79/- in addition to the face mental harassment and physical inconvenience at this age of 69.

Prayer

It is, therefore, most humbly prayed that this Hon'ble Forum would be graciously pleased to allow the application and grant the following relief: -

1. To provide a one-time relaxation of the reconnection fee of Rs. 25/- along with due date penalty fees in respect of bill dated 24.10.2024, 29.11.2024 of the complainant.
2. To provide a one-time relaxation of the reconnection fee and surcharge in respect of all residents of Garacharma village, whose consumer numbers have been altered without giving due intimation before the date of issuance of bills.
3. For a direction to ensure that all such residents of Garacharma village have their revised consumer numbers which have been updated on their electricity meters at their premises immediately to prevent further confusion.
4. To grant compensation against the opposite party for the harassment and inconvenience suffered by the ailing (both knee operated at the age of 68) senior citizen - complainant and her husband due to the illogical and indisciplined action on the part of the Opposite Party, which may be estimated at Rs. 25,000.
5. To grant cost of the present proceedings which may be assessed at Rs. 10,000/-
6. To direct the opposite party to enhance public awareness regarding such changes in future by using effective communication channel such as news paper, radio, doordarshan and any other social media/other medias.
7. For a direction to initiate departmental proceedings against the erring official or officials at whose lackadaisical act, the complainant and the other consumers had to suffer."

The complainant enclosed photocopies of SMS received for electricity charges for the month of 11/2024, e-bills, bill details, Payment details, Payment e-receipt and Aadhaar card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-III submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/PP/1-12/24-25/1776 dated 04/02/2025 and No. EL/AE/P/Pur/HQ/1-12/24-25/1781 dated 07/02/2025 stated that "Sir, it is to inform you that consumer No. H6/7182



(Smti. Kanti Dass) R/o Garacharma, single phase electric connection provided in year 2015 as per record available and earthing of consumer premises checked and found ok. Further to say that the consumer previous connected load is 16 KVA and at present the existing connected load is 19 KVA and the existing meter is single phase electronic meter."

1) "It is to mention that the consumer Smti. Kanti Dass bearing consumer no.H3/7182 was earlier under Prothrapur site office. However, after bifurcation of Prothrapur Site office into Garacharma site office & Prothrapur site office, Smti. Kanti Dass comes under Garacharma site office. All the consumers of Prothrapur Site office bifurcated into Garacharma site office with A/c no.H1, H3 and H4 got altered into H5, H6 and H7. Accordingly, Smti. Kanti Dass a/c no.H3/7182 was altered to H6/7182.

It is to mention that since due to migration of consumers and less awareness the consumers were given sufficient time for payment of the dues. The due date for the month of September 2024 was 34 days, for October 2024 was 27 days. Accordingly, push SMS has also been sent by IT cell to all the consumers regarding their billed amount.

It is to submit that, before 31.10.2024 most of the consumer meters have been marked with their new altered consumer no. with the Permanent marker at their premises including that of Smti. Kanti Dass, so that the consumers should be aware about their revised altered consumer no. The photo of the meter with altered consumer no. in the premises of Smti. Kanti Dass along with few other consumers is enclosed for kind reference please. However, it is to mention that there is about more than 5000 consumers under Garacharma site office, hence there are chances few consumer meters may not have been marked.

2) Bifurcation of site office was published in The Daily Telegram dated 22.09.2024 and 30.09.2024 for wider information of general public. In addition, no official correspondence was done by the Complainant Husband as mentioned in the Grievance in Point no.2.

3) The date mentioned in Point no.3 that SMS received on her registered mobile number on 08.01.2024 is disputed. Further, since the information regarding bifurcation of site office was already circulated for wider information of general public through newspaper, Radio and push SMS and since the meter has already been marked with the altered consumer no., hence the claim that there was a confusion regarding consumer no. is denied.

4) Nil

5) The complainant stated that the complainant husband visited sub office at Dairy Farm (AE-II) and enquired about the consumer no.H6/7128 whereas the consumer belongs to Subdivision-III and the office is situated at Prothrapur.



6) No comment.

7) The complainant has not mentioned whether he has visited the sub office at Dairy Farm (AE-I) as previously done or Garacharma site office. As per my knowledge no complaint registered in the name of Smti. Kanti Das at Garacharma site office.

8) Due to non-payment : (1) Due date fine (2) Reconnection fee was charged

9) This department has already issued in The Daily Telegram and All India radio on several occasion regarding the bifurcation of Prothrapur Site office and Further, the ward councilor was also appraised regarding altered consumer no. with the request to post in their relevant WhatsApp group for wider information of general public (a copy of WhatsApp message sent to ward councilor dated 21.11.2024 is enclosed for reference please). Moreover, this site office has requested for sending push messages to the consumers to the IT cell of the department and the IT cell has already forwarded the messages to consumers in their declared mobile number.

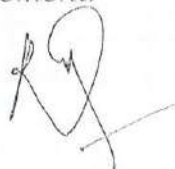
10) This department has already issued in The Daily Telegram and All India radio on several occasion regarding the bifurcation of Prothrapur Site office Moreover, this site office has requested for sending push messages to the and the IT cell has already consumers to the IT cell of the department forwarded the messages to consumers in their declared mobile number

Remark: After the induction of Garacharma site office all efforts was made to inform the consumer and the new allotted account no.viz H5, H6 and H7 was marked on the energy meter with permanent marker pen before 31.10.2024. Photographs of few account nos. is enclosed.

Thus, it is of the view that the grievance of the consumer is baseless, and no ground found for providing relaxation in reconnection fee and penalty fee in respect of bill dated 24.10.2024 and 29.11.2024. Further, since the department had informed all the consumers through newspaper, radio, push SMS regarding bifurcation of site office and additional due date provided in the electricity bills & their meter marked with the altered meter no., any additional claim of compensation may kindly be denied."

Reply of AE-III

1. "The submission of the complainant is that the department submitted that the complainant is the only person, who has not paid electricity charges for Sept & Oct 2024 which is denied. During the hearing before the Hon'ble Forum the licensee has not submitted such statement.



2. Further, as desired by the complainant " to produce all the details of payments of those whose meters have been altered from H3 to H6", it is to mention that under Garacharma Site Office there are 5875 Consumers and submission of payments details of all the consumers is voluminous in nature. However, the details of consumers whose payment are pending till date (Hit List) Annexure - 1 is enclosed for kind reference please. The details of consumers with pending payments (Hit List) as of 13/02/25 which is enclosed indicates that 1352 consumers still have outstanding dues, signifying that 4523 consumers have successfully cleared their payments.

3. Normally, each Site Office has consumers who don't pay their dues on time and Garacharma Site Office is at Par with all the other site office of the department. Since, the Garacharma comes into existence recently hence disconnection of non-payment consumers not done, therefore 1352 Nos. of consumers are in the Hit List. It may be transpired that outstanding pending dues are bound to exist as it provides liberty to consumers under the Regulations for payment as per their financial convenience and disconnection is imposed only after lapse has occurred beyond the threshold time. Since, the Garacharma site office came into existence very recently, hence, disconnection on account of non-payment by consumers did not took place.

4. However, sufficient time have been given to the consumer and appropriate action have been taken for awareness and accordingly, disconnection of non-payment consumers will be done as per the rules as done in other site office.

5. Additionally, as directed by Hon'ble Forum during the hearing to confirm details regarding push message details to the consumers, details was sought from the IT cell. IT cell vide Email Dt. 11.02.2025 submitted details of SMS sent for the month of Sep, Oct and Nov 2024 is enclosed as Annexure-2 and Assistant Engineer Secretary (Power) Order No 1486 dated 25.06.2024 (Annexure -3),

6. The Assistant Engineer-I(HQ)'s Letter No. EL/AE/P/Pur/H. Q/1-12/2025/1794 dated 13.02.2025 is enclosed here with for reference."

Reply of AE-III (after first hearing)

1. "The contents of the representation submitted before the CGRF by Smti Kanti Dass have been examined by Assistant Engineer-III, HQ Division.

2. The Complainant was a consumer of Electricity Department bearing A/c No. H3/7182 which is changed to H6/7182 due to migration of consumers from Prothrapur site office to Garacharma Site office.

3. Bifurcation of site office was published in the The Daily Telegram dated 22/09/2024 and 30/09/2024 for wide publicity among the general public.

4. The consumer meter has been marked with new altered consumer No. and the photo of the meter with altered consumer no. in the premises of Smti Kanti Dass was taken at the site.

5. The bifurcation of site office was already circulated for wide information to general public through news paper, radio and push SMS, hence the claim that there was a confusion in consumer no. is denied.



6. Due to non-payment of the bill before due date, the due date fine and reconnection fee was charged.

7. In the view of above facts the grievances of the consumer is baseless and no merit found for providing relaxation in reconnection fee and penalty fee in respect of bill dated 24/10/2024 and 29/11/2024.

8. The Assistant Engineer-III(HQ)'s Letter No. EL/AE/P/Pur/H. Q/1-12/2025/1781 dated 07.02.2025 is enclosed here with for reference."

Hearing on 17/02/2025

The Hearing was held on 17/02/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Naveen Lall, AE-III(P/Pur), Elect. Dept.
- (ii) Shri. Suresh Kumar, NO, Elect. Dept.
- (iii) Shri. R. Maheshwari, JE, Elect. Dept.

The complainant submitted a letter dated 14/2/2025 stating that due to some unavoidable emergency she has withdrawn the case.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-III submitted para-wise comments on behalf of the Respondent/Licensee (ED) forwarded through Nodal officer, Elect. Dept vide letter No. EL/AE/WS/2-16/2024-25/702 dated 13/02/2025 and No. EL/AE/WS/2-16/2024-25/705 dated 14/02/2025 stated that:

1. "The submission of the complainant is that the department submitted that the complainant is the only person, who has not paid electricity charges for Sept & Oct, 2024 which is denied. During the hearing before the Hon'ble Forum the licensee has not submitted such statement.

2. Further, as desired by the complainant " to produce all the details of payments of those whose meters have been altered from H3 to H6", it is to mention that under Garacharma Site Office there are 5875 Consumers and submission of payments details of all the consumers is voluminous in nature. However, the details of consumers whose payment are pending till date (Hit List) Annexure - 1 is enclosed for kind reference please. The details of consumers with pending payments (Hit List) as of 13/02/25 which is enclosed indicates that 1352 consumers still have outstanding dues, signifying that 4523 consumers have successfully cleared their payments.

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1. “The contents of the representation submitted before the CGRF by Smti Kanti Dass have been examined by Assistant Engineer-III, HQ Division.

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3. Bifurcation of site office was published in the The Daily Telegram dated 22/09/2024 and 30/09/2024 for wide publicity among the general public.

4. The consumer meter has been marked with new altered consumer No. and the photo of the meter with altered consumer no. in the premises of Smti Kanti Dass was taken at the site.

5. The bifurcation of site office was already circulated for wide information to general public through news paper, radio and push SMS, hence the claim that there was a confusion in consumer no. is denied.

6. Due to non-payment of the bill before due date, the due date fine and reconnection fee was charged.

7. In the view of above facts the grievances of the consumer is baseless and no merit found for providing relaxation in reconnection fee and penalty fee in respect of bill dated 24/10/2024 and 29/11/2024.

8. The Assistant Engineer-III(HQ)'s Letter No. EL/AE/P/Pur/H. Q/1-12/2025/1781 dated 07.02.2025 is enclosed here with for reference.”

The AE(W/Shop), Electricity Department enclosed photocopies of report submitted by JE(G/charma), Hit list of consumers, push message of monthly bill application status, which is kept in the case file (**Exbt. -3**).



Submission of the Complainant

In an alternate account, the complainant is portrayed as a long-standing, law-abiding consumer who faced undue hardship when the department altered her consumer number without ensuring she received direct notification. The consumer, known for her punctual bill payments, did not obtain her bills for three consecutive months following the change from H3/7182 to H6/7182. This administrative oversight led to the imposition of penalty charges and a reconnection fee—fees that she argues were unfairly levied despite no interruption in service. Despite her repeated attempts to seek clarity at the local sub-office, the responses provided were inadequate. Consequently, the complainant experienced not only financial loss but also significant mental and physical stress, prompting her to seek remedial action and stricter communication protocols from the department. The complainant submitted a letter dated 10/2/2025 requesting to give a direction to the respondent to produce all the details of payments of those whose meter has been altered from H3 to H6.

Submission of the Respondent (Licensee)

Alternatively, the respondent's position is presented as one of due diligence amid a large-scale administrative transition. The Electricity Department contends that the change in consumer numbering—from H3/7182 to H6/7182—was part of a systematic reorganization following the bifurcation of the Prothrapur Site Office. The department maintains that it took comprehensive steps to inform all consumers via mass communication tools, including public notices in leading newspapers, radio broadcasts, targeted push SMS messages, and direct marking of new consumer numbers on the meters. The respondent argued that any penalty or reconnection fee imposed was strictly a result of non-payment within the extended timeframes provided and not due to any failure on their part. They further explained that, given the vast number of consumers managed under the new site office, isolated instances of oversight might occur; however, the overall process was conducted in accordance with established procedures.

Forum's Observation

The Forum observed that the consumer is a senior citizen having a consumer number H3/7182, and her previous record on payment of bills was timely without any default. The complainants claimed that alteration in the consumer no. from H3/7182 to H6/7182 without any proper intimation to the consumer individually. The respondent submitted certain documents in concerned with bifurcation of the Prothrapur Site Office into two separate offices named as Garacharma and Prothrapur site office and the complainant comes under Garacharma site office and the consumer's account was altered



to H6/7182 due to administrative reason. The respondent also mentioned that since due to alteration of consumer numbers and less awareness to the consumers, they have given sufficient time for payment of dues. The Forum observed that the alteration of the consumer no. under the new Garacharma site office was not communicated individually without proper acknowledgement causes delay in payment of the dues. Although the consumer had a history of timely payments, she did not receive her electricity bills for the months of September, October, and November 2024. Consequently, an SMS notification received on January 8, 2025. As per the latest tariff order approved by the JERC the billing cycle of the domestic consumers are monthly billing. As per the supply code regulation 23/2018 under section 7.5 the bill will be delivered to the consumer immediately, in case of spot billing under acknowledgement by the consumer. In all other cases the license shall ensure that the bill is delivered to the consumer by hand /post/courier at least fifteen days prior to the due date of payment. The responsibility of delivering the bill to the consumer lies with the license only. If the respondent act as per the above condition as mentioned in the regulation this complaint could have been avoided. Hence the Forum directs the respondent to serve the bill cum disconnection notice to all consumers with proper acknowledgment for fifteen days prior to the due date of payment through E-Mail or WhatsApp or SMS hereafter in future.

The Forum also observed that the reconnection fees added to the complainant bills by default without proper physical disconnection in the field is not in order. If the complainant approached to the department, the Respondent should reimbursed the amount collected in terms of reconnection fees to be adjusted in the future bills.

The forum further remarked that the respondent's replies were not initially submitted in an affidavit format and lacked certified documents that could counter the complainant's allegations.

The department shall ensure that the new consumer numbers are correctly marked on all meters and that a verification process is in place to confirm that each consumer is well aware of the change. A targeted awareness campaign must be launched using multiple channels (including social media, newspapers, radio, and local community meetings) to educate consumers about such changes. Regular audits must be conducted to verify that the revised consumer details have been accurately updated and that all consumers have been duly informed. Establish a dedicated helpline or support desk to assist consumers with queries regarding account alterations and billing discrepancies. Forum also noticed that the connected load of the consumers are not properly updated in the records causing revenue loss to the government in terms of fixed charges calculated based on connected load.

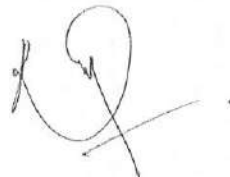


Hence,

It is Ordered:

After detailed deliberations, submissions, site inspection 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/Licensee (ED).
2. The Forum directs the respondent that if the complainant approached to the department, the Respondent should reimburse the amount collected in terms of reconnection fees may be adjusted in the future bills.
3. The Forum directs the respondent to serve the bill cum disconnection notice to all consumers within fifteen days prior to the due date of payment.
4. The Forum directs the respondent if any alteration in the records of the consumers should be communicated individually with proper acknowledgement.
5. The Forum directs the respondent to mark the consumer no. properly in the respective meter of all consumers.
6. The Forum directs the respondent to establish a dedicated helpline or support desk to assist consumers with queries regarding account alterations and billing discrepancies.
7. The Forum directs the respondent to update the connected load of the consumers by conducting a field survey with definite time period in order to avoid revenue loss due to collection of fixed charges calculated based on connected load.
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.



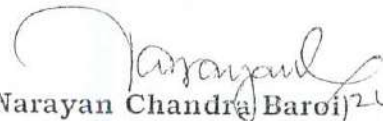
10. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

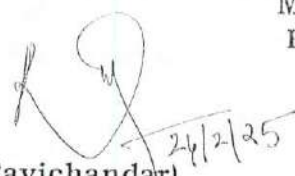
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog 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 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), 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) 24/2/2025
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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