

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. Jay Prakash Mishra, R/o Austinabad, Sri Vijayapuram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 01/2025 dated 11/04/2025.
Complaint : Excess billing bearing Consumer No. H2/4648 (Domestic)
Date of Hearing : 29/04/2025
Date of Order : 22/05/2025



ORDER

Background

Shri. Jay Prakash Mishra, R/o Austinabad, Sri Vijayapuram, filed a complaint vide R.D. No. 1068 dated 10/04/2025 regarding any billing discrepancies and revising the excess electricity charge bills towards the Consumer No. H2/4648 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 11/04/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III (HQ), Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was also endorsed to the complainant for attending the hearing on 29/04/2025 at 10.30 AM.

The AE-III, Elect Dept., vide his letter No. EL/AE/PP/1-12/2024/81 dated 23/04/2025 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was forwarded through AE(W/Shop) and received by the Forum vide R.D No. 1095 dated 23/04/2025 (the letter is kept in case file) (Exbt.-1).

Hearing on 29/04/2025

The Hearing was held on 29/04/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Naveen Lall, AE-III, Elect. Dept.
- (ii) Shri. Deepak Kr Singh, JE, Elect. Dept.
- (iii) Shri. R. Raja, Elect. Dept.
- (iv) Shri. Jay Prakash Mishra, Complainant.
- (v) Smti. Shivani Mishra, Asst. Complainant.

Statement of the Complainant

Complainant Shri. Jay Prakash Mishra, R/o Austinabad, Sri Vijayapuram stated in his complaint dated 10/04/2025 stated that "I am writing to bring to your attention the recurring discrepancies in my electricity bill for the three-phase meter, which has been in place since 2019. Despite maintaining a consistent usage pattern, I receive significantly varying bill amounts each month. This has been a repeated and unresolved issue despite my continuous efforts to report and rectify it.

I kindly request you to investigate this matter thoroughly and identify the reason for these fluctuations in my case. Additionally, I would like to highlight that the meter is a domestic meter. Hence, I also request that appropriate relief to be granted, as per domestic consumer norms and tariff policies.

Your support in resolving this issue permanently and ensuring accurate billing in the future would be highly appreciated. I would be grateful for a prompt response and necessary action at the earliest."

Complainant Shri. Jay Prakash Mishra, R/o Austinabad, Sri Vijayapuram stated in his complaint dated 29/04/2025 stated that:

"I am writing in continuation of my letter dated 10-04-2025 to formally express my dissatisfaction with the letter and report submitted in response to my earlier complaint regarding billing discrepancies. Unfortunately, the response provided does not satisfactorily address the issues I had raised.

Given the consistent discrepancies observed since the installation of the meter in 2019, I respectfully request that relief be extended to me in the form of reimbursement for the excess charges paid from 2019 to date.

I trust this matter will be given due consideration, and that the appropriate corrective action will be taken promptly.

Further, I would like to bring to your notice that I am receiving messages regarding electricity charges for A/C No. J/7445 asking for payment through the portal urjapay.andaman.gov.in (EDANI). This account does not belong to me, and I request that this matter also be investigated and corrected."

The Complainant has submitted photocopies of letter to the AE-III, Consumer ledger, E-bills, bill details 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 (HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission letter dated 23/04/2025 stated that:



"Sir, It is to inform you that consumer No. H2/4648 (Shri. Jay Prakash Mishra, R/o Austinabad) filed complaints regarding excess billing and on inspection found.

1. Connected load of consumer premises is 14 KVA
2. Consumer billing done as per meter reading
3. Earthing of consumer premises found ok

Further to say that smart meter installed in premises of above consumer but online reading through EESL is not received and every months meter reading taking by department staffs for billing.

As per direction following documents are enclosed:-

1. Meter reading chart.
2. Consumer ledger.
3. Meter reading book details.
4. Meter Testing Report
5. Report Collected from EESL

This is for your kind information and necessary action please."

During hearing dated 29/04/2025 the Forum directed the respondent to put a parallel check meter to find accuracy of the meter and the actual connected load of the premises may be taken in the presence of the complainant and submit the report on or before 16/05/2025 along with EESL report accordingly the Assistant Engineer-III (HQ), submitted a written report vide file no. EL/AE/PP/1-12/2025/191 dated 19/05/2025 and the same was forwarded by AE workshop 2-16/2024-25/81 dated 21/05/2025 received in this office vide RD No.1144 dated 22/05/2025 in which it is stated that:

"Sir, It is to inform you that consumer No. H2/4648, 3 phase domestic (Shri. Jay Prakash Mishra, R/o Austinabad) filed compliants regarding excess billing and as per direction of CGRF inspection carried out and found-

1. Connected load of consumer premises is 14 KW (load details enclosed)
2. Consumer billing done as per meter reading
3. Earthing of consumer premises found ok
4. Smart meter installed in premises of above consumer but online reading through EESL is not received and every months meter reading taking by department staffs for billing. To make communicate mail as we sent to EESL (Copy enclosed)
5. On 13/05/2025 team from EESL visited the site of consumer no. H2/4648 and on inspection found no defect in smart meter.
6. Test meter instalied and found meter reading as per consumption (test report enclosed)



This is for your kind information and necessary action please."

The Respondent/Licensee (ED) has submitted photocopies of letter received from JE(PP-I), Connected load details, letter to the EESL, Meter Testing Reports, Meter Reading record, Consumer ledger and EESL monthly consumption data, which is kept in the case file (*Exbt.-3*).

Complainant's Statement

In a follow-up to the initial complaint, Shri Jay Prakash Mishra reiterated his dissatisfaction with the electricity department's report. He claimed that the documents and justifications provided do not conclusively explain the billing anomalies he has faced for several years. He strongly believes that the actual usage has been far lower than the billed amount and insists that a detailed review be conducted over the entire period since 2019.

Mr. Mishra also highlighted a significant concern that he has been receiving payment alerts linked to another consumer account (J/7445), which could indicate a clerical or systemic error. He urged that this matter too be addressed and rectified urgently, citing potential misuse or data mix-up.

Respondent's Statement

Following the hearing, the respondent submitted a detailed follow-up report as per the Forum's directive. It confirmed that a parallel test meter had been installed, and readings were being documented. A visit by EESL officials on 13-05-2025 confirmed no fault in the smart meter. Consumption records from the test meter corroborated the original meter's readings. The department acknowledged that due to EESL system issues, the smart meter's automated online reading was unavailable, necessitating manual reading by staff each month. Regarding the unrelated A/C No. J/7445, the department stated they are investigating the matter separately to verify if the account is mistakenly linked with Shri Mishra's contact details. The respondent maintained that billing has been conducted as per meter readings and no overcharging has been observed through their verification process.

Forum's Observation

Shri Jay Prakash Mishra, a resident of Austinabad and consumer of electricity under consumer number H2/4648, has raised a formal complaint regarding excessive and inconsistent billing over the past several years for his three-phase domestic meter installed in 2019. He reports that despite maintaining a consistent electricity usage pattern, the bills received each month have fluctuated widely without any satisfactory explanation or resolution from the respondent.

He has made multiple attempts since 2019 to report this issue, but the problem persists. After the matter was escalated to the Consumer Grievance Redressal Forum (CGRF), an official inspection and technical assessment were conducted by the respondent, which submitted several supporting documents to justify the billing, including meter reading charts, consumer ledgers, test reports, and communication with EESL (Energy Efficiency Services Limited).



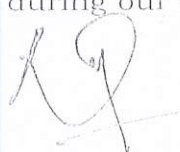
Despite these submissions, the complainant expressed dissatisfaction with the response and requested relief for the excess amount paid and an immediate resolution. Additionally, he flagged an issue of being wrongly linked with an unrelated account number (J/7445), for which he is receiving payment reminders.

The complainant, Shri Jay Prakash Mishra, has consistently reported significant discrepancies in his monthly electricity bills since the installation of a three-phase domestic meter in 2019. Despite maintaining regular and steady power usage at his residence, he has been subjected to sudden spikes and drops in billing, which he believes are not aligned with actual consumption.

Through formal written complaints, including his letter dated 10-04-2025 and follow-up representations, Mr. Mishra has requested a thorough investigation and correction. He emphasizes that being a domestic consumer, he is entitled to billing under applicable domestic norms and tariff regulations. Additionally, Mr. Mishra demanded a refund or adjustment for the overcharged amount incurred from 2019 onwards and flagged a separate issue regarding erroneous billing messages for another consumer account number (J/7445), which he claims is unrelated to him.

The respondent clarified that consumer number H2/4648 pertains to Shri Jay Prakash Mishra and that an inspection was conducted at his premises based on the complaint received. The findings included that the total connected load of the premises was verified to be 14 KW. Meter readings were found to be correctly recorded manually each month, as the smart meter installed at the premises was not transmitting data to EESL's central server. The respondent reported that the earthing system at the premises was functional. On 13-05-2025, a team from EESL inspected the site and found no defect in the smart meter. A test meter was installed for accuracy check, and it confirmed that the consumption readings were aligned with the main meter. Necessary documents including the meter reading charts, ledger, EESL communication, and test reports were submitted for review.

The Consumer Grievance Redressal Forum observed that the complainant, Shri Jay Prakash Mishra, has been consistently reporting exorbitant electricity bills for nearly eight years. The Forum took cognizance of the repeated concerns and directed the respondent (electricity department) to undertake a transparent and thorough verification process. Upon review of the inspection report, the Forum noted that the connected load was identified and confirmed to be 14 KW. The earthing and internal wiring were found satisfactory. Smart meter appeared to be functional as per EESL's onsite assessment. A test meter was installed, and consumption was observed to be in line with the main meter readings. Despite these findings, the Forum acknowledged the longstanding nature of the billing issue and decided to take additional steps to ensure consumer trust and fair resolution. The Forum noticed that the meter no. GOEGP7802429 communicated with the server up to June 2022 after that till February 2025 the meter was not communicated with the server, the same issue was not sorted out timely either by the EESL representative nor the respondent. Hence the Forum directs the respondent is to take prompt action in the case of any high-consumption consumers to rectify this type of issues on timely to avoid disputes later as well as revenue loss to the government. Secondly the Forum, during our inspection also noted



that the meter is placed at such a height that nobody can read it properly, thus meter reader may not record the monthly consumption accurately, therefore such accumulation of readings may be the reason to file disputes. Thus, the Forum directs the respondent to make arrangement to place the meter as per standard height and to be easily accessible to the authorized person. If the consumer is not satisfied by the present accuracy test done by the respondent, the meter may be tested for accuracy by the third-party facility which are accredited by NABL (National Accreditation Board for testing and calibration Laboratories) on the consumers request and the expenditure will be borne by the consumer. As the consumer disputes are on arise and most of the cases are pertaining to excess billing which can be avoided if the respondent installs a meter testing lab as specified in the master agreement with EESL. The Forum also advised to the consumer to reduce his consumption by adopting installation of energy efficient equipment's and other energy conservation activities to be followed.

Hence,

It is Ordered:

After detailed documents produced before the Forum, and on the basis of the site inspection and the observation so reached, the following Order is passed: -

1. The Complaint No. ANI/CG No. 01/2025 is hereby closed with specific direction to the Respondent/Complainant.
2. The Forum directs the respondent to collect the data stored in the meter locally by using optical probe meter reading support in consultation with EESL and convince the consumer by matching with manual recorded reading. If any error found out in the manual recorded readings later stage the corresponding monthly bills may be revised, and the excess amount collected from the consumer may be adjusted in the future bills.
3. The Forum directs the respondent shall take prompt action in the case of high consumption consumers to address any issues related to connectivity to the meters on timely to avoid disputes later and revenue loss to the government.
4. The Forum directs the respondent to make arrangements to place the meter as per standard height and to be easily accessible to the authorised persons.
5. If the complainant is not satisfied with the present accuracy test done by the respondent, the meter may be tested for accuracy by the third-party facility which are accredited by NABL (National Accreditation Board for Testing and Calibration Laboratories) on the consumers request and the expenditure will be borne by the consumer.
6. The Forum also directs the respondent to verify and update the mobile numbers of the consumers periodically to avoid wrong message to the consumers. Since the message send to the complainant wrongly associated with A/C No. J/7445 instead of A/C No.4648 and the billing alerts for A/C No. J/7445 should be investigated by the IT cell and corrected immediately.



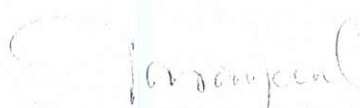
7. The Forum advised to the complainant to install Earth Leakage Protective Device (ELPD) in the wiring to prevent earth leakage and safety of the equipment's. To reduce the high consumption in the premises by adopting the installation of energy efficient equipment's and other energy conservation activities to be followed.
8. The Complainant is directed to check the internal wiring and earthing of the premises thoroughly through an authorised wireman for any potential leakages.
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(III), 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. Ravichandrar)
Chairman
Electricity CGRF
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