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:

Smti. Karthigai Selvi, C/o P. Selva Kumar, R/o Shadipur, Sri Vijayapuram.
.....Complainant

Versus

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

Complaint No. : ANI/CG No. 03/2025 dated 30/04/2025.
Complaint : Excess billing bearing Consumer No. E/311 (Domestic)
Date of Hearing : 19/05/2025
Date of Order : 21/05/2025

ORDER

Background

Smti. Karthigai Selvi, C/o P. Selva Kumar, R/o Shadipur, Sri Vijayapuram, filed a complaint vide R.D. No. 1104 dated 30/04/2025 regarding any billing discrepancies and revising the excess electricity charge bills towards the Consumer No. E/311 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 30/04/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-II (HQ), Electricity Department for submitting reply/comments within 15 days and a copy of this letter was also endorsed to the complainant for attending the hearing on 19/05/2025 at 10.30 AM.

The AE-II, Elect Dept., vide his letter No. EL/AE/SD-II/1-29/2025-26/74 dated 13/05/2025 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. 1137 dated 20/05/2025 respectively (the letter is kept in case file) ***(Exbt.-1)***.

Hearing on 19/05/2025

The Hearing was held on 19/05/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

(i) Shri. Deepak Mondal, AE-II, Elect. Dept.
(ii) Shri. J. Jayakumar, AE(W/shop), NO, Elect. Dept.
(iii) Shri. Aditya Ram, MTS, Elect. Dept.
(iv) Smti. P. Karthigai Selvi, Complainant.

Statement of the Complainant

Complainant Smti. Karthigai Selvi, C/o P. Selva Kumar, R/o Shadipur, Sri Vijayapuram stated in her complaint dated 30/04/2025 stated that *"I am writing to bring to your attention my concerns regarding the unusually high electricity charges being levied for Consumer No. E/311.*
The electricity consumption at my premises is minimal, with only basic electrical appliances such as a refrigerator, fans, and lights in use. There are no heavy-load appliances (e.g., air conditioners, heaters, or water pumps) that could justify such high monthly bills. Despite this, the billed amount has been consistently excessive, raising doubts about possible meter inaccuracies or billing errors.

I kindly request the forum to:

1. Verify the meter reading and billing calculations for accuracy

2. Inspect the meter for any faults or tampering

I trust that your office will look into this matter at the earliest and take necess ary corrective action. Please let me know if any further details or documents are required my side.

Contact Details:

Name: P. SELVA KUMAR

Address: SB-41, ALHW Qtr., Shadipur

Consumer No.: E/311

Mobile No.: 9476072110

Thank you for your time and assistance. I look forward to your prompt resolution."

The Complainant has submitted photocopies of consumer ledger and Aadhaar card as ID proof, which is kept in the case file (**Exbt. -2**).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-II (HQ), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission letter dated 13/05/2025 stated that:
1. "The consumer ledger/ profile indicating the monthly unit consumption of the consumer No E/311 (Domestic) is enclosed.

2. In response EESL mail received vide email dated 04.05.2025 has submitted the following documents (1) Monthly Consumption Data from April 2024 to April 2025 Meter No- GOEGP7407888, (2) Peak Demand Data from April 2024 to April 2025 Meter No- GOEGP7407888. A copy of the email received from EESL along with its attachments are enclosed herewith for ready reference.

3. Copy of Meter Reading Book from January 2023 to till date is enclosed.

In this regard, it is submit that, a check meter was placed at the consumer premises on 03.05.2025 and the readings taken are attached herewith for reference (01 page) duly signed by the consumer. As per the readings observed in the check meter for the last 07 days the existing smart meters is working properly. The quarter was occupied by on 13.03.2024.

Further, it is to submit that the meter readings of the above consumer are received online and also taken manually every month and is billed accordingly.

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

The Respondent/Licensee (ED) has submitted photocopies of Meter Testing Report, Meter Reading record, Consumer ledger, EESL monthly consumption data and peak demand data, which is kept in the case file ***(Exbt. -3)***.

Complainant's Statement

Smti. P. Karthigai Selvi, on behalf of her brother P. Selva Kumar, stated that the electricity bills have been alarmingly high over the past several months, which does not reflect the actual electricity usage at the premises. She pointed out that the family uses only essential appliances and there is no justified reason for such billing. She requested the forum to validate the accuracy of the meter and investigate if human or technical errors were involved in generating the bills.

Respondent's Statement

The department's representative responded that all due procedures were followed in recording the electricity consumption for Consumer No. E/311. They submitted comprehensive data received from EESL servers, which reflect real-time meter communication and accurate billing inputs. They further explained that a check meter test confirmed the original meter's accuracy, and that manual readings are usually taken as a backup. The department acknowledged the forum's concern about manual reading accuracy and assured corrective actions will be taken to avoid similar issues.

Forum's Observation

This case pertains to Consumer No. E/311, located at SB-41, ALHW Quarter, Shadipur, Port Blair. The electricity connection is registered in the name of P. Selva Kumar, but the complaint has been officially lodged by his sister Smti. P. Karthigai Selvi, who has been authorized to represent him in the matter. The consumer raised concerns about unusually high electricity bills over the recent months despite minimal electricity usage. The forum held a hearing on the matter, during which statements from both the complainant and respondent (Electricity Department) were recorded and reviewed along with supporting documents, meter data, and site observations.

Smti. P. Karthigai Selvi, authorized representative and sister of the consumer P. Selva Kumar, appeared before the forum and submitted that the electricity bills for Consumer No. E/311 were unjustifiably high considering the very limited use of electrical appliances at the premises. She emphasized that only basic appliances like fans, lights, and a refrigerator were being used and there was no usage of any heavy-load devices such as air conditioners, geysers, or pumps. She raised doubts about the accuracy of the meter and possible billing errors. She requested the forum to initiate a verification of the meter reading, check for any faults or tampering, and rectify any inaccuracies in the billing process.

The representative of the Electricity Department appeared before the forum and submitted several documents including consumer ledger indicating monthly consumption for Consumer No. E/311, Meter data from EESL for the period April 2024 to April 2025, showing monthly consumption and peak demand details for Meter No. GOEGP7407888, a copy of the Meter Reading Book from January 2023 to the present, a report on the check meter installed on 03.05.2025, which was signed by the consumer.

The respondent confirmed that the check meter data over seven days showed the smart meter functioning properly. They added that the meter readings are received both online through the EESL server and manually taken every month. According to the department, the meter was installed in the quarter after it was occupied on 13.03.2024, and the bills were prepared based on the readings only.

Upon reviewing the statements, documents, and inspecting the premises, the forum observed that the electricity meter is installed at an elevated height which makes it difficult to read manually with accuracy. Although the meter was found to be functioning properly according to the EESL and check meter reports, the manual readings recorded by the staff may not have been reliable. It appears that manual readings taken by the staff may have caused accumulated or incorrect billing, due to possibly skipping monthly readings or approximations. EESL server data confirms that the smart meter is properly communicating regularly to the server and accurately. There is a possibility that earthing or internal wiring and old gadgets may be causing the unusually high consumption issues. Accordingly, the Forum directs the respondent to revise the bills of the consumer from March 2024 to March 2025. based on EESL fetched data instead of manual or estimated recorded readings and if any difference in the amount if found to be adjusted in future bills. A strict direction may be given to the meter readers to take

accurate measurement of the consumption and the same may be recorded properly in the records in future. The meters also to be placed in a height as per standards to proper access to any authorised person.

Hence,

It is Ordered:

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

1. The Complaint No. ANI/CG No. 03/2025 is hereby closed with specific direction to the Respondent/Licensee (ED).
2. The Respondent/Licensee (ED) shall revise the bill from March 2024 to March 2025 readings fetched from smart meter if proper communication is established. If any difference in amount found to be adjusted in future bills.
3. The Forum directs the respondent to issue strict direction to the meter readers to take accurate meter readings and record it properly in the meter reading record.
4. The Complainant is directed to get the internal wiring and earthing of the premises inspected for potential leakages and advice to install Earth Leakage Protective Device (ELPD) and replace the old electrical gadgets to reduce unusual high consumption.
5. The Forum directs the respondent to relocate the position of the meter at a readable height to easy access to the authorised persons.
6. The Forum recommends a regular cross-verification mechanism between manual and EESL fetched readings to prevent any billing disputes in future.
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.
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,*** 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 (II), Assistant Engineer (IT), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).

21/5/25

(Biji Thomas)
Independent Member
Electricity CGRF

21/5/2025

(Narayan Chandra Barai)
Member (Licensee)
Electricity CGRF

21/5/25

(R. Ravichandar)
Chairman
Electricity CGRF

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