

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
PORT BLAIR

Before:

Shri. R. Ravichandar, Chairman.
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Mohd. Bashir, C/o Badriyya Masjid Committee, R/o Ograbranj, South Andaman.

.....Complainant

Versus

The Electricity Department, A & N Administration, Port Blair.

.....Respondent

Complaint No. : ANI/CGRF/336/24-25/13 dated 28/06/2024.
Complaint : Excess Billing bearing Consumer No. T1/1133 (Domestic)
Date of Hearing : 18/07/2024
Date of Order : 29/07/2024

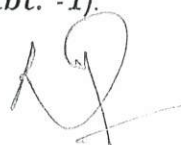
ORDER

Background

The complainant Shri. Mohd. Bashir, C/o Badriyya Masjid Committee, R/o Ograbranj, South Andaman filed a complaint vide R.D. No. 631 dated 28/06/2024 regarding excess billing bearing Consumer No. T1/1133 (Domestic).

The complaint was forwarded on 28/06/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer (SAD), Assistant Engineer (Chouldhari), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 18/07/2024 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 18/07/2024 at 10.30 a.m.

The Assistant Engineer(W/Shop), Nodal Officer (CGRF), Electricity Department vide his letter No. EL/AE(W/Shop)/2-16/23-24/487 dated 16/07/2024 submitted reply/comments on behalf of the Licensee/Respondent (ED), which was received by the Forum vide R.D No. 653(a) dated 18/07/2024(the letter is kept in case file **(Exbt. -1)**).



Hearing on 18/07/2024

The Hearing was held on 18/07/2024 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Mohammed Bashir, Complainant.
- (ii) Shri. Suresh Kumar, AE, Nodal Officer, Elect. Dept.
- (iii) Shri. Rahul Rai, JE(O/Braj), Elect. Dept.
- (iv) Shri. K.M. Rasheed, Mazdoor, Elect. Dept.

Statement of the Complainant

Complainant Shri. Mohd. Bashir stated in his complaint letter dated 28/06/2024 that *"my complain dated 03.08.2023 and 04.06.2024, addressed to Assistant Engineer, Electricity Department, Chouldhari Division on the subject cited above, and communication received from AE, Electricity Department, Chouldhari Division. I am not satisfied with the reply of the concerned AE.*

I am to inform you that the inspection was undertaken by the Junior Engineer's office staff was not carried out as per the laid-down procedure.

Therefore, you are earnestly requested that necessary steps would be taken as per the prescribed condition to inspect the meter connection installed at Masjid Qtr., Ograbraj and fix the anomaly and rectify the same to revise the bill from March 2023 to till date".

The complainant submitted copies of complaint letter, electricity bill details and Aadhaar Card as ID proof, and photocopy of online complaint which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer(W/Shop), Nodal Officer (CGRF), Electricity Department in his written submission on behalf of the Licensee/Respondent (ED) vide his letter No. EL/AE(W/Shop)/2-16/23-24/487 dated 16/07/2024 has stated that: -

1. *"The contents of the representation dated 28.06.2024 submitted before the CGRF by Shri Mohd. Bashir have been examined by AE-IV Chouldhari.*
2. *The complainant is a consumer of Electricity Department bearing A/C No. T1/1133. He had earlier lodged the complaint on 04.06.2024 to the AE-IV Chouldhari regarding excess billing.*
3. *The Assistant Engineer-IV had replied vide Note No. EL/AE/CD/327/2023-24/021 dated 15.09.2024, requesting consumer to apply for conversion of single-phase into three-phase as the connected load is increased by the consumer from 4 kVA to 9 kVA.*



4. Further, the Junior Engineer (O/B) has installed a check meter to check the correctness of the existing meter on 02.07.2024 and report submitted which is enclosed.
5. The reading for 04 consecutive days was noted and it was found that both the meters was same value i.e., 32 kWh in 04 days.
6. While inspection of the consumer premises, it was found that one of switchboard is badly damaged which need immediate replacement by the consumer.
7. The complainant meter reading was checked on 16.07.2024 and it was found 14576.
8. The details of consumer ledger, meter reading details, unit consumption are enclosed".

The Assistant Engineer(W/Shop), Nodal Officer (CGRF) enclosed photocopies of complainant's complaint application dated 04/06/2024, JE(O/Braj)'s inspection report, copy of Consumer Ledger, Meter Reading and Unit Consumption, which is kept in the case file **(Exbt. -3)**.

Submission of the Complainant

Complainant Shri. Mohd. Bashir submitted that he has issues with the excess billing for March 2024 and April 2024, requesting a revision of these bills. Additionally, he has requested the replacement of the existing meter to ensure accurate readings in the future. The consumer's request is based on concerns about the current meter's accuracy and potential issues with the existing electrical infrastructure.

Submission of the Respondent (Licensee)

The AE (IV) on behalf of the Respondent/Licensee (ED) has submitted that the building's wiring is found to be old and potentially hazardous. Also, the connected load in the building was found to be above 5 KVA and one of the switchboards in the building is badly damaged and needs immediate replacement.

Forum's Observation

The consumer has reported issues with the excess billing for March 2024 and April 2024, requesting a revision of these bills. Additionally, the consumer has requested the replacement of the existing meter to ensure accurate readings in the future. The consumer's request is based on concerns about the current meter's accuracy and potential issues with the existing electrical infrastructure.

The Forum observed from the findings of the Respondent, noted that the building's wiring is reported to be old and potentially hazardous. The connected load in the building was found to be above 5 KVA. Also, one of the switchboards in the building is badly damaged and needs immediate replacement.



The Forum further observed that the accuracy of the meter was tested by installing a parallel meter and both the meters showed consistent readings of 32 Kwh over 4 days, indicating that the existing meter is functioning normally.

The Forum further directed the respondent to conduct a thorough inspection of the building's wiring and earthing properly and advised the consumer to install ELCB/RCCB in the circuit to prevent any leakage and considering the safety aspect, also directed the respondent to remove the service line tapping and directed the complainant to limit the connected load within the range of single phase i.e. 5 KVA otherwise convert the present connection into 3 phase connection.

The Forum directed to the complainant to replace the damaged switchboard immediately to prevent any electric hazards.

Hence,

It is Ordered:

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

1. The Case No. 336 is hereby closed without any merits.
2. The Forum directs the respondent for a thorough checkup of the internal wiring and earthing of the building and directed to advise the complainant to install ELCB/RCCB, considering the safety aspects and prevent any current leakage and to avoid accidents.
3. The complainant is directed to replace the old wiring and the damaged switch board on priority and also strengthen the earthing if required. The connected load also to be limited to the single-phase connection or else the consumer may apply for a three-phase connection.
4. If the complainant is not satisfied with the accuracy test done by the Respondent (ED), he can approach the Respondent/Licensee (ED) to test the accuracy of the existing meter from an accredited lab. in mainland on consumers cost as per the JERC Supply Code Regulation 2018 under Clause 6.36.
5. 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. 26/2019 under Clause 27(1).

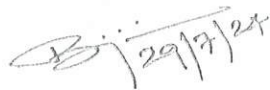


6. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
7. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

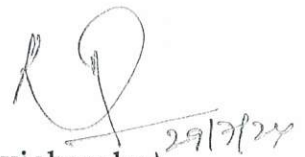
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot No. 55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684708, 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 (SAD), Nodal Officer (CGRF), Assistant Engineer (IV), Electricity Department, Complainant, and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).



(Biji Thomas)
Independent Member
Electricity CGRF



(R. Ravichandar)
Chairman
Electricity CGRF

X X X