

**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:**

Shri. Rakesh Kishen, R/o Austinabad, Sri Vijaya Puram.

.....Complainant

**Versus**

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

.....Respondent

**Complaint No.** : ANI/C.G. No. 26/2025 dated 08/09/2025.  
**Complaint** : Excess Billing (Domestic)  
**Date of Order** : 26/09/2025



**ORDER**

**Background**

The complainant Shri. Rakesh Kishen, R/o Austinabad, Sri Vijaya Puram, filed a complaint vide R.D. No. 1337 dated 03/09/2025 regarding Excess Billing (Domestic).

The complaint was registered as ANI/C.G. No. 26/2025 and forwarded on 09/09/2025 vide letter No. ANI/CGRF/10-413/855 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III(HQ), Electricity Department herein after the respondent for submitting reply/comments and attending the Hearing fixed on 24/09/2025 at 10:30 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 24/09/2025 at 10.30 a.m.

The Complainant, vide his affidavit dated 17/09/2025 has withdrawn his complaint, which was received by the Forum vide R.D No. 1359 dated 17/09/2025 respectively (the letter is kept in case file) (**Exbt. -1**).

### Statement of the Complainant

The complainant Shri. Rakesh Kishen, R/o Austinabad, Sri Vijaya Puram stated in his complaint letter dated 03.09.2025 that "I, Rakesh Kishen, a resident of Austinabad, Sri Vijay Puram, would like to bring to your kind notice that my electricity meter bill for the month of July 2025 has been abnormally high, which does not reflect my actual consumption.

My consumer numbers are as follows:

H2/4833, H2/8180, H2/4789.

My jurisdictional electricity office is situated at Prothrapur Site Office, which falls under my service area.

I have always ensured timely payment of my electricity bills, and my consumption pattern has been consistent over the years. However, the sudden and unexplained rise in the bill amount for the month of July 2025 has caused me serious concern.

I kindly request you to look into this matter at the earliest. Please arrange for a thorough inspection of my electricity meter and make the necessary corrections in the billing if any discrepancy is found.

I shall be grateful for your prompt action and resolution of this issue."

The complainant Shri. Rakesh Kishen, R/o Austinabad, Sri Vijaya Puram stated in his complaint withdrawal affidavit dated 17.09.2025 that "I, Rakesh Kishen, a resident of Austinabad, Sri Vijay Puram, had earlier submitted a complaint regarding high electricity meter bill for the month of July 2025 under consumer numbers H2/4833, H2/8180, and H2/4789.

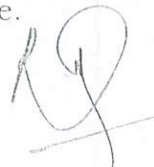
I would like to inform you that the issue has now been resolved. The concerned authority at the Prothrapur electricity Site Office has replaced my old electricity meter, and a new check meter has been installed at my premises. With this action, the discrepancy has been addressed satisfactorily.

Therefore, I wish to withdraw my earlier complaint and kindly request you to consider it as withdrawn.

I sincerely thank you and your office for the prompt support and cooperation in resolving my concern."

The complainant enclosed photocopies of letter submitted to the AE(P/Pur) dated 28.08.2025, Bill details and Aadhar card as ID proof, which is kept in the case file **(Exbt. -2)**.

Shri. Rakesh Kishen further expressed satisfaction with the swift action taken by the respondent in time and, therefore, choose to withdraw his complaint. He also extended his appreciation to the concerned authorities for their cooperation in addressing his issue.





### **Forum's Observation**

The complainant, Shri. Rakesh Kishen, a resident of Austinabad, Sri Vijay Puram, had raised a grievance before the Forum alleging abnormal electricity billing for the month of July 2025 under his three consumer accounts, namely H2/4833, H2/8180, and H2/4789. According to him, the billed consumption was excessively high and inconsistent with his historical usage pattern. Being a consumer under the jurisdiction of Prothrapur Site Office, he approached the authority to seek correction in billing and verification of his meter.

During the pendency of the complaint, the Prothrapur Site Office took remedial steps. The old electricity meter at the complainant's premises was replaced and a new check meter was installed to ensure accuracy of future consumption recording. Upon satisfaction with the action taken by the respondent, the complainant submitted a withdrawal affidavit dated 17.09.2025, thereby resolving the matter amicably outside the Forum.

The Forum carefully examined and noticed that the grievance of the complainant pertained to excess billing for July 2025 under three consumer numbers, attributed to a faulty or defective meter. The Forum observes that the respondent authority has already taken corrective measures by replacing the old meter and installing a check meter at the complainant's premises.

The Forum also notes that the complainant has voluntarily submitted a withdrawal affidavit dated 17.09.2025, wherein he confirmed that his grievance has been addressed satisfactorily and that he no longer wishes to pursue the matter. Since the dispute has been settled outside the Forum, no further adjudication is required.

**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. In view of the request of the complainant, the complaint is dismissed as withdrawn.
2. The complainant is advised to install an Earth Leakage Protective Device (ELPD) at his premises for safety and prevention of earth leakage.
3. The Forum directs the Respondent to maintain strict compliance with the periodic meter testing and timely replacement of defective meters as per the regulations to avoid such occurrence of disputes in future.

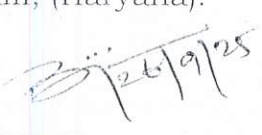


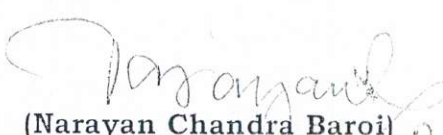
4. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
5. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
6. 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.

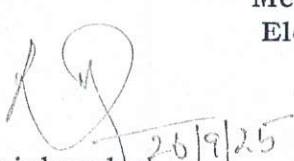
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3<sup>rd</sup> Floor,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

  
(R. Ravichandar)  
Chairman  
Electricity CGRF

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