

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. Sunny Gupta, R/o Junglighat, Sri Vijayapuram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/CG No. 05/2025 dated 05/05/2025.
Complaint : Excess billing bearing Consumer No. B/1237 (Domestic)
Date of Hearing : 21/05/2025
Date of Order : 28/05/2025

ORDER

Background

Shri. Sunny Gupta, R/o Junglighat, Sri Vijayapuram, filed a complaint vide R.D. No. 1111 dated 05/05/2025 regarding adjustment of excess electricity bill payment towards the Consumer No. B/1237 (Domestic).

The complaint was registered and forwarded to the Licensee (Electricity Department) on 06/05/2025 to the AE(W/shop), Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I (HQ), Electricity Department for submitting reply/comments within 15 days and also a copy of this letter was endorsed to the complainant for attending the hearing at 10.30 am on 21/05/2025 in the hearing hall of the Electricity CGRF building at Horticulture Road, Haddo, Sri Vijayapuram.

The AE-I, Elect Dept., vide his letter No. EL/AE/SD-I/HQ/25-4/2025/238 dated 16/05/2025 with enclosures submitted reply / comments on behalf of the Respondent (ED), which was forwarded through AE(W/Shop) and received by the Forum vide R.D No. 1136 dated 20/05/2025 respectively (the letter is kept in case file) (*Exbt. -1*).

Hearing on 21/05/2025

The Hearing was held on 21/05/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m The following were present: -



- (i) Shri. Naveen Lall, AE-I, Elect. Dept.
- (ii) Shri. Jaya Kumar, AE(W/shop), NO, Elect. Dept.
- (iii) Shri. Anuj Kishen, JE, Elect. Dept.
- (iv) Shri. Avijit Nandi, LMMR, Elect. Dept.
- (v) Shri. Sunny Gupta, Complainant.

Statement of the Complainant

Complainant Shri. Sunny Gupta, R/o Junglighat, Sri Vijayapuram stated in his complaint dated 05/05/2025 stated that "Sir, I am the occupant of General Pool Accommodation No. JG/ 170 (Type-IV) situated at Junglighat, I am writing to address the electricity bills generated for Consumer No. B/ 1237 by your department.

Currently, I am posted at Sri Vijaya Puram and residing here. From January 2024 to March 2025, I was posted as SP Nicobar and was residing at Car Nicobar. My family was also residing with me during the month of October, November, and December 2024, and left for Sri Vijaya Puram on January 15, 2025. During this period (October, November, December 2024, and till January 15, 2025), the Junglighat quarter was closed for most of the days during that period and no electricity was used.

In November 2024, I received an electricity bill for October 2024 amounting to Rs. 3,070/- which I paid. However, the bill clearly indicates that the meter was stuck. Despite a non-functional meter, the electricity department has generated a bill of Rs. 3070/- while no electricity was consumed during this period. However, the bill for the month of October was paid by me.

I reported the matter to the concerned Assistant Engineer and the defected meter was replaced in January 2025. However, in the e-bill issued for March 2025 (copy enclosed), there is an outstanding amounts of Rs. 375 for November 2024, Rs. 357 for December 2024, and Rs. 1,981 for January 2025 which has been duly paid.

In view of the above, kindly refund or readjust the amount of Rs. 3070/- already paid for the electricity bill against the future bills."

The Complainant has submitted photocopies of Office order No. 593 dated 11.01.2025, Office order No. 2295 dated 27.09.2024, e-bill, payment details and Department ID card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-I (HQ), Electricity Department on behalf of the Respondent (ED) in his written submission letter dated 16/05/2025 stated that:



"Sir, This has a reference to the letter no. ANI/CGRE/10-392/724 dtd. 06/05/2025, on the above mentioned subject the desired report/ document is submitted below:

1.	Copy of extract of Consumer Profile, Smart Meter detailed report collect from EESL (i.e., monthly unit consumption, connected load, earthing and neutral details, meter testing report etc)	This site office vide email dt 09/05/2025 requested EESL for the reports desired by CGRF. EESL. vide email dt. 15/05/2025 submitted consumer data of B/1237 from their MDMs system and stated that the meter is under non- communication since sept-2023. The copy of email along with enclosure attached.
2.	Meter Reading book from 01/2023 to till date bearing consumer no. B/1237 (Domestic)	The copy of Meter Reading book from 01/2023 is attached.

In this regard, it is to submit that as per the record, the consumer no. B/1237 has been allotted Smart Meter and as per reading book it is observed that the meter is stopped in the month of October 2024. Accordingly, the consumer has been charged under average billing for the month of October 2024 as per clause 7.12 of the JERC (Electricity Supply Code) regulation, 2018. The defective Smart Meter was replaced on 11.11.2024."

The Respondent (ED) has submitted photocopies of letter received from JE(P/Nagar), Meter Reading record and EESL monthly consumption data, which is kept in the case file (**Exbt. -3**).

Complainant's Statement

The complainant, a government officer currently stationed at Sri Vijaya Puram, expressed dissatisfaction over the electricity bill issued for his government quarter at Junglighat for October 2024. He reiterated that the premises remained unoccupied due to his posting at Car Nicobar. He further emphasized that the smart meter installed at the premises had stopped functioning and yet, an average bill of ₹3,070 was issued. Despite the absence of any electricity consumption, he paid the bill and requested that the same be either refunded or adjusted in upcoming billing cycles. The complainant highlighted that all subsequent bills, including those for November 2024 to January 2025, have already been paid after the meter replacement.

Respondent's Statement

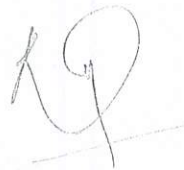


The respondent, representing the electricity site office, maintained that the billing for October 2024 was conducted in accordance with the JERC Supply Code due to the meter's failure. They explained that the smart meter became non-communicating since September 2023 and the meter was stuck up during September 2024 and the respondent replaced the meter on 11/11/2024. EESL, which manages smart meter data, had confirmed the non-communication status of the meter. Therefore, the bill for October was computed on an average basis derived from previous months' consumption. The respondent acknowledged receipt of the complainant's payment and supporting documentation but reiterated that the billing was carried out in compliance with regulatory provisions.

Forum's Observation

The Forum observes that the case pertains to Consumer No. B/1237 associated with General Pool Accommodation No. JG/170 (Type-IV), located at Junglighat. The complainant, a government officer, was posted at Car Nicobar from January 2024 to March 2025 and subsequently transferred to Sri Vijaya Puram, where he currently resides. He claims that his allocated government quarter at Junglighat remained locked for extended periods, particularly during October, November, and December 2024, as his family partially occupied the quarter during this period. Despite this, an electricity bill amounting to ₹3,070 was generated for the month of October 2024. This amount was billed based on average consumption, as the smart meter installed at the premises had become non-functional. The respondent's action on average billing to the consumer was due to defective meter was in order and as per JERC regulation. At the same time the complainant claim for refund is also genuine and supported with various documentary proofs. The complainant contends that this billing was unfair since there was no actual usage of electricity during the period in question. The matter was taken up with the Assistant Engineer and later escalated to the Consumer Grievance Redressal Forum (CGRF) for resolution.

On detailed verification of the documents submitted by the complainant and on-site inspection on 20/05/2025, the Forum observed that the consumption pattern of the complainant for the month of November 2024, December 2024, January 2025 and February 2025 shows a clear indication and matching with the evidence submitted by the complainant, hence the Forum directs the respondent to revise the bill for the month of October 2024 based on the consumption of November 2024 and the excess amount to be adjusted in future bills.



Hence,

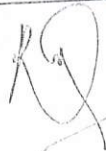
It is Ordered:

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

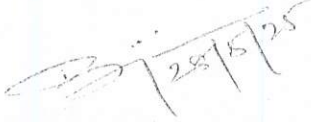
1. The Complaint No. ANI/CG No. 05/2025 is hereby closed with specific direction to the Respondent (ED) and the Complainant.
2. The Forum directs the respondent to revise the bill for the month of October 2024 based on the consumption of November 2024 and any excess amount collected from the complainant may be adjusted in future bills.
3. The Forum directs the respondent to make awareness to the consumers through media or any other means and the consumers can notify non-occupancy well in advance in the case of defective meter and avoid erroneous average billing during such periods to avoid future litigations.
4. The Forum directs the respondent to replace the defective meter and non-communicating defects may be rectified on time as per regulation to avoid future litigations.
5. The Forum advises to the complainant to replace all old gadgets and install energy efficient equipment's to reduce the consumption.
6. 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.
7. 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.
8. 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.

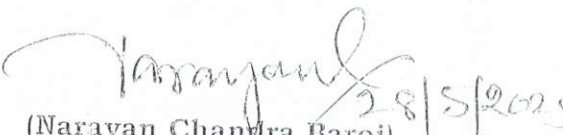
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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