

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

\*\*\*\*\*

**Before :**

Shri. R. Ravichandar, Chairman.  
Shri. Narayan Chandra Baroi, Member (Licensee).  
Smt. Biji Thomas, Independent Member (JERC Nominated).

**In the matter of :**

Dr. Kreethika Singh, M/s Green Cross Healthcare, Garacharama, Port Blair.

.....Complainant

**Versus**

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

.....Respondent

**Complaint No.** : ANI/CGRF/290/23-24/21 dated 01/08/2023.  
**Complaint** : Excess Billing bearing Consumer No. H3/3120 (Commercial).  
**Date of Hearing** : 18/08/2023  
**Date of Order** : 22/09/2023

**ORDER**

**Background**

The complainant Dr. Kreethika Singh, M/s Green Cross Healthcare, Garacharama, Port Blair filed a complaint vide R.D. No. 125 dated 01/08/2023 regarding excess billing bearing Consumer No. H3/3120 (Commercial).

The complaint was forwarded on 01/08/2023 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(HQ), Assistant Engineer-III, Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 18/08/2023 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 18/08/2023 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer(Workshop), Electricity Department filed his letter No. EL/AE/PP/1-12/22-23/412 dated 17/08/2023 submitted reply/ comments on behalf of the Licensee/Respondent (ED), which was received by the Forum on 17/08/2023, which is kept in case file (*Exbt.-1*).





**Hearing on 18/08/2023**

The Hearing was held on 18/08/2023 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Dr. Kreethika Singh, Complainant.
- (ii) Dr. Rahul, Assist. Complainant.
- (iii) Shri. R. Ashish, Assist. Complainant.
- (iv) Shri. E.P. Shahnavaz, AE-III, Elect. Dept.
- (v) Shri. A. Venkateswar Rao, LMMR, Elect. Dept.

**Statement of the Complainant**

Complainant Dr. Kreethika Singh stated in her complaint letter dated 01/08/2023 that "the electricity bill of our clinic from last six (06) months against the consumer meter No. H3/3120 on the name of Mr. Vinod Ram, R/o Garacharama is variably showing high and excess daily usage of consumption of unit. I beg my complaint R.D. No. 928 dated 10/07/2023 at Pathergudda Site Office but no action taken so far.

Hence, I request to you to kindly check the meter reading and look after

The complainant submitted electricity Urja Pay online bill, NOC from the owner 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 vide letter No. EL/AE/PP/1-12/22-23/412 dated 17/10/2023 has stated that "complaint received from Dr. Kreethika Singh, M/S Green Cross Healthcare, Garacharama, Port Blair regarding excess billing and meter testing vide consumer No.H3/3120 (Commercial) the matter of which was heard on 18.8.2023 in the Forum, to inspect the wiring, earthing and electrical equipments of her clinic. In this regard it is to say that the clinic of the above said consumer was physically inspected. As per the inspection done on 16.8.2023 by the staff of Prothrapur Site office in the presence of complainant Dr. Kreethika Singh, the connected load is found as 15KVA. The neutral and earthing difference voltage is found 16.33 volt.

The testing meter has also been installed in the consumer's clinic vide A/C No.H3/3120 and seven days meter reading, unit consumption, check meter reading details along with meter Reader's and consumer's signature is enclosed below.

The consumer Ledger showing the meter reading details, unit consumption, meter rent and payment details of the above said electric meter from January 2021 to June 2023 and the meter reading details of Meter Reading Book is also enclosed".



The Respondent/Licensee(ED) has submitted meter testing report with check meter, consumer ledger, EESL report and meter reading book copies, which is kept in the case file (**Exbt.-3**).

#### **Submission of the Complainant**

Complainant Dr. Kreethika Singh submitted that without proper intimation, the test was conducted by the Respondent/Licensee(ED). Therefore she requested to check the energy meter once again in her presence.

#### **Submission of the Respondent (Licensee)**

The AE-III on behalf of the Respondent/Licensee (ED) stated that a check meter was installed along with the original smart meter to check the accuracy on 08/08/2023 and no difference was found till 16/08/2023. Further, he submitted that a site inspection was conducted on 16.08.2023 in the presence of the complainant Dr. Kreethika in which the connected load was found as 15 KVA and the neutral and earthing difference voltage was found as 16.33 volts.

#### **Forum's Observation**

The Forum observed that the AE (W/Shop), Nodal Officer (CGRF) was absent from the Hearing. As per the instructions of various correspondents, filing of replies/comments in affidavit format in the Forum by the Nodal Officer (CGRF) has not yet started, which is seriously noted by the Forum.

The Forum observes the para-wise comments/reply submitted by the Respondent/Licensee (ED) wherein it was not endorsed to the complainant before Hearing. Hence, the Forum decided to delay the Hearing about 30 minutes and accordingly, directed the Respondent/Licensee (ED) to submit the para-wise comments/reply to the complainant before commencing the Hearing on 18/09/2023.

The Hearing was started at about 11:10 am after submission of para-wise comments/reply to the complainant.

The Forum had several times directed to the AE-III, Electricity Department to timely submit the para-wise comments/ reply to the Forum, here in again delayed submission and a copy was not endorsed to the complainant etc. The AE-III(HQ) is not taking order of CGRF seriously, and accordingly warned in the open Forum that the same should not repeat again in future complaints.

The Forum observed the reply submitted by the Respondent/Licensee (ED) wherein it was stated that ***“as per the inspection done on 16.08.2023 by the staff of Prothrapur Site Office in the presence of complainant Dr. Kreethika Singh, the connected load is found as 15 KVA. The neutral and earthing difference voltage is found 16.33 volts”***, which is very high

as per norms of the JERC Regulation and the same has to be rectified by the Complainant immediately under intimation to the concerned AE-III(HQ), Electricity Department. Accordingly, considering the safety aspect the consumer has been suggests to provide ELCB or RCCB in the circuit of the internal wiring and to avoid accidents/current leakage.

The Forum observes the EESL daily report submitted by the Respondent/Licensee (ED) from 01/08/2022 to 16/08/2023 wherein it shows '**current bypass**' and connected load is 7 KW in the consumer premises whereas the reply submitted by the Respondent/ Licensee (ED) on 17.08.2023 states that the connected load is 15 KVA. There is a contradiction between the two replies submitted by the Respondent/Licensee (ED). Hence, the Forum directed to submit a detailed report of inspection conducted by the Respondent on 16.08.2023 regarding bifurcation of 15 KVA, and but to failed to submit in the open Forum. This is inimical of submission and does not show any seriousness towards the compliance submitted before the Forum by the Respondent/Licensee (ED).

The Forum asked the Assistant Engineer-III, whether any current bypass was found in the consumer premises at the time of inspection conducted on 16.08.2023, the Respondent/Licensee (ED) maintained silence and did not respond against them, which shows that the Respondent/Licensee (ED) was not prepared for submission against the complaint. Further, the complainant has requested to recheck the energy meter in their presence. **Hence, the Forum decided to direct the Respondent/Licensee(ED) to submit detailed inspection report indicating any leakage of earth, current bypass, voltage fluctuation, connected load, check meter installation report etc. in the consumer premises within 15 days from the date of Hearing positively, till the case is kept in abeyance for final order.**

**Reply of the Respondent/Licensee (ED)**

The AE-III(HQ) on behalf of Respondent/Licensee (ED) stated in his reply vide letter dated 04/09/2023 that "Dr. Kreethika Singh, M/s Green Cross Healthcare, Garacharama regarding excess billing and meter testing vide consumer No.H3/3120 (commercial) in the name of Vinod Ram, the matter of which was heard on 18.08.2023 in the Forum, to inspect the wiring, earthing and electrical equipments of her clinic.

In this regard it is to say that the clinic of the above said consumer was physically inspected in the presence of complainant Dr. Kreethika Singh by the following officials as detailed below:

<b>Sl. No.</b>	<b>Name</b>	<b>Designation</b>
1.	Shri.E.P.Shahnavaz	Assistant Engineer-III
2.	Shri. K.Rajan	Junior Engineer (PP-I)
3.	Shri. A.Venkateshwar Rao	MRLCC



As per the joint inspection carried out by the above mentioned officials along with the staff of Prothrapur site Office, It is observed that the connected load is 15KVA and the earthing leakage value is 0.75Volt. The connected load details of the clinic vide Consumer No.H3/3120 is mentioned below: -

Sl. No.	Name of the equipment	Specification	Quality	Load
1.	Air Conditioner	1.5 ton	02 Nos	4000 W
2.	Spare plug	06 Amps	16 Nos	1600 W
3.	Spare plug	16 Amps	06 Nos	6000 W
4.	Refrigerator	180 ltrs.	1 No.	200 W
5.	Bulb	06 Watt	36 Nos.	216 W
6.	Tubelight	40 Watt	02 Nos.	80 W
TOTAL - 12096 Watts - 15 KVA				

The testing meter has also been installed at the clinic vide A/c No.H3/3120 and seven days meter reading, unit consumption,, check meter reading details along with MRLCC's and consumer's signature is enclosed herewith.

The consumer ledger showing the meter reading details, unit consumption, meter rent and the payment details of the above said electric meter from January 2021 to June 2023 and the copy of meter reading details of Meter Reading Book is also enclosed”.

The Respondent/Licensee(ED) has also submitted the installed check meter report, meter reading sheet, which is kept in the case file **(Exbt.-5)**.

#### **Reply of the Complainant Consumer**

The complainant consumer Dr. Kreethika Singh has submitted a letter dated 01/09/2023 regarding withdrawal of complaint wherein states that “the excess billing has been solved and as we have the daily consumption of 20-22 units. So we are satisfied with this unit consumption and would like to withdrawal the complaint”, which is kept in the case file **(Exbt.-6)**,

#### **Forum's Observation**

The Forum has gone through the replies of the Respondent/Licensee (ED) vide letter dated 04/09/2023 and 17.08.2023. respectively, regarding contradiction between 7 KW and 15 KVA of connected load in the consumer premises. The Respondent/Licensee (ED) submitted the bifurcation of 15 KVA whereas 12096 Watts while the electricity bill for the month of 07/2023 shows 7 kW connected load in the consumer premises. The meter daily report generated by EESL is not showing exact connected load of the consumer premises which has to be rectified immediately. As no updation of the connected load of the premises a revenue loss is also contributed to government in terms of collection of fixed charges, calculated based on connected load. Forum directs the Respondent/Licensee(ED) that a drive may



be conducted to update the connected load by giving a definite time to the consumer for self disclosure or update the connected load by field staff on war foot basis.

The Forum further seriously notes that the Respondent/Licensee (ED) had failed to serve the notice to the complainant due to nonpayment of electricity bills for more than 7 months i.e. from 02/2023 to till date, which is a violation of JERC Regulation No. 23/2019 (Electricity Supply Code).

In this instant case, the Forum observed the negligence of ***the Respondent/Licensee (ED) for not following various clauses of Electricity Act 2003, JERC Regulation No. 23/2018 (Electricity Supply Code) and JERC Regulation No. 06/2010 (Standard of Performance)***, read as follows:

**Electricity Act 2003**

**Disconnection of supply in default of payment as per**

56. (1) *Where any person neglects to pay any charge for electricity or any sum other than a charge for electricity due from him to a licensee or the generating company in respect of supply, transmission or distribution or wheeling of electricity to him, the licensee or the generating company may, after giving not less than fifteen clear days notice in writing, to such person and without prejudice to his rights to recover such charge or other sum by suit, cut off the supply of electricity and for that purpose cut or disconnect any electric supply line or other works being the property of such licensee or the generating company through which electricity may have been supplied, transmitted, distributed or wheeled and may discontinue the supply until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid, but no longer:*

*Provided that the supply of electricity shall not be cut off if such person deposits, under protest, -*

- (a) an amount equal to the sum claimed from him, or*
- (b) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months,*

*whichever is less, pending disposal of any dispute between him and the licensee.*

*(2) Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under this section shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied and the licensee shall not cut off the supply of the electricity:*



**JERC Regulation No. 06/2009 (Standard of Performance)**

7.3 Complaints about meters

Subject to the Provisions of the Electricity Supply Code:

<b>Nature of complaint</b>	<b>Time to be taken by Licensee</b>
Complaint lodged for accuracy test of meter	Within 30 days of receiving the Complaint, the Licensee shall test the meter and if needed, the meter shall be replaced within 15 days thereafter
Complaint lodged for defective / stuck meter	Within 30 days of receiving the Complaint, the Licensee shall check the meter and if needed, the meter shall be replaced within 15 days thereafter
Complaint lodged for burnt meter	The Licensee shall restore supply within 6 hours upon receipt of complaint bypassing the burnt meter and new meter shall be provided within 3 days

7.5 Complaints about consumer's bills

<b>Nature of complaint</b>	<b>Time to be taken by Licensee</b>
Complaints on billing	Licensee shall acknowledge the complaint immediately, if received in person, or within 3 days from the date of receipt if received by post. If no additional information is required, Licensee shall resolve the complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 15 days of the receipt of the additional information, whichever is later.

7.6 Issues relating to disconnection/ reconnection of supply

<b>Issue under consideration</b>	<b>Time to be taken by Licensee</b>
Nonpayment of dues by the consumer	Licensee to give 15 days notice to pay the dues and if not paid, the Licensee may disconnect the consumer's installation on the expiry of the notice period.
Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.  However in case consumer requests for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending

	<i>dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.</i>
<i>Consumer wanting upto date bill</i>	<i>Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing within 7 days</i>

7.7 The time limits prescribed in this Schedule will be computed from the time when the complaint is filed with the designated offices of the licensee or at the call centers.

**JERC Regulation No. 23/2018 (Electricity Supply Code)**

**Billing in case of defective/stuck/stopped/burnt meter**

7.12 In case of defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of higher of monthly consumption of corresponding month of the previous year and average monthly consumption of immediately preceding three months. These charges shall be leviable for a maximum period of three months only during which time the Licensee is expected to have replaced the defective meter.

7.13 In case, the Maximum Demand Indicator of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the Demand Charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded maximum demand of corresponding month/billing cycle of past year is also not available, the maximum demand shall be calculated based on the load factor as per the mechanism specified in Annexure XIX of the Supply Code, 2018.

**Payment on Self-Assessment by the Consumer**

7.19 In case of non-receipt of bill, the consumer may deposit self-assessed bill in the format prescribed in Annexure XII to this Supply Code, 2018 for the period for which bill has not been received, provided that it is not less than the average consumption during the billing cycle over the last six months. The excess/deficient payment so made by the consumer shall be adjusted in the next bill.

7.20 In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within one billing cycle from the date of protest by the consumer after giving him an opportunity of being heard.

**Billing in case of Disputed Bills**

7.24 On receipt of the complaint in case of disputed bills in person, the Licensee shall issue a written/electronic acknowledgment on the spot or within three days of receipt, if received by post and give a complaint number for reference.

7.25 If no additional information is required from the consumer, the Licensee shall resolve the consumer's complaint and intimate the result to the consumer





within 7 days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 7 days of receipt of the additional information. However, if the consumer does not provide information on time, the Licensee shall not be held liable for the consequent delay. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of corresponding period of the previous year when the meter was functional. Amount so recovered shall be subject to final adjustment on resolution of the complaint.

7.26 If the complaint is found to be correct by the Licensee, a revised bill shall be issued within 5 working days of intimation of the same to the consumer. The consumer shall make the payment within 15 days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge, if the payment is made by the revised due date.

7.27 If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.

7.28 Consumers, who intend to get the special meter reading conducted, shall pay the requisite fee for the same as approved by the Commission from time to time.

#### **Payment of Bills**

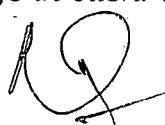
7.30 Consumer may pay the bill by cash (up to Rs. 5,000), Cheque, Demand Draft or Debit / Credit Card, banker's cheque, Electronic Clearing System, net banking, drop boxes, etc. Cheques and Demand Drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub-Divisional Office is located. The date of depositing of the cheque by the consumer, shall be deemed to be the date on which the payment is received in the Licensee's account.

7.31 The payment may be made

- (1) In person at the designated collection offices of the Licensee during specified times; or
- (2) By post or courier; or
- (3) by deposit in the drop-boxes maintained by the Licensee at designated locations; or
- (4) By bank transfer through the internet; or
- (5) By any other scheme accepted by the Licensee for acceptance of bill payment.

7.33 The Licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 clear days to pay the dues.

In case a cheque is dishonoured, the Licensee shall inform the consumer and require him to pay the bill within 7 days in cash. The consumer shall be liable to



pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non-realization of the draft. If there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments through net banking till the end of the following financial year. In addition, the Licensee may have the option to initiate action against the consumer as per the legal provisions of the Negotiable Instruments Act.

#### **Late Payment Surcharge**

7.38 Surcharge for delayed payment shall be levied as per the prevailing Tariff Order.

#### **Instalment Facility**

7.39 The Licensee may frame a scheme for providing facility of payment of bills in instalments for consumers who are for the time being under financial distress to continue the supply of electricity. Late payment surcharge shall however, be levied on the amount paid after the due date.

#### **Temporary Disconnection**

9.3 The supply may be disconnected temporarily in following cases:

- (1) On non-payment of the Licensee's dues: The Licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of minimum 15 working days to pay the dues. Thereafter, the Licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the Licensee may deem fit;
- (3) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the Licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer;
- (4) If at any time, the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the Licensee on his premises or extends/allows supply of energy to any other premises from his connection;
- (5) If the consumer remains unavailable for meter reading for two or more billing cycle after factoring in advance payment for the period of absence, if any as per the provisions of this Supply Code, 2018.

9.4 The supply shall be disconnected after giving a notice period of minimum 15 days. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

9.5 The Licensee shall, after the connection is temporarily disconnected as per Regulations 9.3(2), 9.3(3) and 9.3(4), issue a notice to the consumer to remove

*the cause of disconnection within 45 days for domestic consumer and 15 days for consumer of other categories, respectively, failing which the supply shall be disconnected permanently.*

*9.6 The Licensee may take steps to prevent unauthorized reconnection of consumers disconnected in the manner as described above. Wherever the Licensee discovers that connection has been reconnected in an unauthorized manner, Licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the Licensee discovers that supply to such premises has been restored through another live connection, the same shall also be disconnected.*

The Forum also hereby directs the Respondent/Licensee (ED) to explore the possibility of remote disconnection facility available on the smart meter to be enabled on urgent basis in consultation with EESL for the timely disconnection of defaulted consumers.

The Forum observed that as per consumer ledger, EESL report, meter testing with check meter bearing Consumer No. H3/3120 (Commercial) submitted by the Respondent/Licensee (ED) that there is no defect in the smart meter except '**current bypass**', which is recorded in the EESL report. Further, considering the safety aspect the consumer is directed to provide ELCB or RCCB in the circuit of the internal wiring and to avoid accidents.

The Forum observed that there is no leakage in the wiring and the value of earth to neutral is 0.75 volt is acceptable according to a check meter report installed in parallel with existing meter for 7 days, and the accuracy of the meter is checked and found satisfactory. The same was witnessed by the complainant and also informed to the Forum vide letter dated 01/09/2023 that she is satisfied with the unit consumption.

Further, the Forum recorded the statement submitted by the complainant consumer vide R.D. No. 173 dated 01/09/2023 which read as "*excess billing has been solved and so we have the daily consumption of unit 20-22 units. So we are satisfied with this unit consumption and would like to withdrawal the complaint*", and the Forum has accepted the plea of the complainant to withdraw the complaint.

Thus, this Forum has come to the conclusion, that both parties are satisfied with their decisions and amicable settled outside the Forum, hence, the case is closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer, which is particularly noted in this instant case.

**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. 290 is hereby closed with specific direction to the Respondent/Licensee (ED) and the complainant consumer.
2. The Respondent/Licensee (ED) is directed to instruct the Assistant Engineer (W/shop), Nodal Officer(CGRF), Electricity Department to file the reply/comments in affidavit format, which is yet to be implemented.
3. The Respondent/Licensee (ED) is directed to rectify the issue of '**current bypass**' recorded in the smart meter report immediately, in consultation with the EESL and the consumer, as per norms/clause of JERC Regulation under intimation to the Forum.
4. The Respondent/Licensee (ED) is directed to immediately take appropriate step as per JERC Regulation No. 23/2018 under Clause 8.8 against **any irregularity noticed** in any smart meter and inform to the consumer accordingly, which has not done in this instant case.
5. The Respondent/Licensee (ED) is also directed to take appropriate steps to enable remote disconnection facility on the smart meter in consultation with EESL for timely disconnection of defaulting consumers, which is not done in this instant case as per JERC Regulation No. 23/2018.
6. The Respondent/Licensee(ED) is directed to conduct a drive to update the connected load of the consumer by giving a definite time period for self disclosure by the consumer or to update the connected load by field staff on war foot basis, as connected load are increased by many consumers without information of the Licensee (ED), which also results in revenue loss to the Government in terms of collection, as fixed charges are calculated on the basis of connected load.
7. The Respondent/Licensee (ED) failed to serve notice due to default in payment by the consumer for more than 7 months, which shows negligence on the part of the Respondent/Licensee, which is a violation of JERC Regulation No. 23/2018. The Respondent/Licensee(ED) should take appropriate action as per JERC Regulation immediately under intimation to the Forum.
8. The Respondent/Licensee (ED) is directed to collect the late fee after due date from the complainant/consumer, bearing No. H3/3120 (Commercial) within 7 days from the date of issue of this order. Further, if default in payment is detected once again after the issue of this order, necessary steps will be taken against the consumer as per JERC Regulation No. 23/2018.



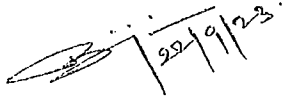
9. The complainant/consumer is directed to pay all the pending electricity bills bearing Consumer No. H3/3120 (Commercial) within 7 days positively, or else the supply will be disconnected as per JERC Regulation No. 23/2018.
10. The Respondent/Licensee(ED) is directed to insist the consumer for installation of ELCB or RCCB for considering the safety aspect in the circuit of the internal wiring and to avoid accidents/current leakage.
11. The Respondent/Licensee (ED) is directed to submit para-wise comments against future complaints alongwith all supporting documents and prepare the case/complaint and submit before the Forum, which is not done in this instant case.
12. The Respondent/Licensee (ED) had failed to provide the reply / para-wise comments to the complainant consumer before the Hearing date, due to which the Hearing got delayed and the same is seriously noted and warned once again not to repeat this in future complaints.
13. The Respondent/Licensee (ED) is directed to follow the JERC Regulation No. 06/2009 (SOP) on receiving complaints from consumers as per norms/guidelines against excess billing, smart meter related complaints etc., which is not done in this instant case.
14. The Respondent/Licensee (ED) is directed to carefully file the counter reply/para-wise comments before the Forum along with the supporting documents on basis of the complaint, which will save the time of the Forum, which was not been done in this case.
15. 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).
16. 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.
17. 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.

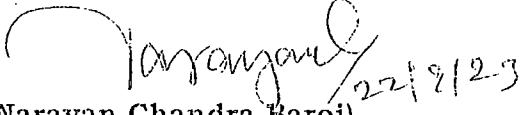


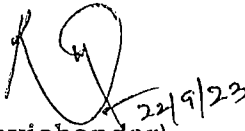
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3<sup>rd</sup> Floor,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