

BEFORE THE ELECTRICITY OMBUDSMAN

(For the State of Goa and Union Territories)

Under Section 42 (6) of the Electricity Act, 2003

3rd Floor, Plot No. 55-56, Udyog Vihar - Phase IV, Sector 18,
Gurugram (Haryana) 122015,

Phone No.:0124-4684708, Email ID: ombudsman.jercuts@gov.in

Appeal No.183 of 2022

Date of Order: 06.01.2023

Shri Sukharanjan Halder,
Andaman & Nicobar Islands
Port Blair

.... Appellant

Versus

The Superintending Engineer,
Electricity Department,
Andaman & Nicobar Islands
Port Blair and others

.... Respondents

Date of Order: 06.01.2023

The Appellant has preferred an Appeal against CGRF-A&NI, for not passing the order within the prescribed time limit, in complaint No- ANI/CGRF/255/22-23/15 dated-13.09.2022, in prescribed time period as per CGRF and Ombudsman Regulations-2019. The appeal/representation received in this office on 07.11.2022 by email and the same was admitted for examination and consideration on 07.11.2022. Copy of the same as received was forwarded to the respondents with a direction to endeavour to settle the representation through mutual agreement within 10 days. In case no settlement is achieved through mutual agreement, respondents should file the affidavit of counter reply in the required format, to the appeal/representation within 20 days from the date of Admission Notice.

(A) Submissions by the Appellant:

Appellant submitted the brief facts as under: -

Appellant submitted that he is getting excess bills since December, 2021. He has approached the Hon'ble CGRF for redressal of his grievance, but no orders were passed for about two months. It is learnt that CGRF is not



functioning as no Chairman/Member has been posted. Therefore; he has appealed to the Electricity Ombudsman.

His grievance is that he had applied for 02 new connections which were installed in his house vide Meter No. H2/7414 and H2/7415. Now the entire electricity consumption is on the new meters.

At present only one 09 watt bulb is used against one meter, but the Electricity excess bill comes around 1500-1700 per month. Consumer No. H2/4714, last bill paid /clear for the month of November, 2021. After that meter is not being used from December, 2021, but bill is raised as usual. So, Dec, 2021, Jan, 2021 and Feb, 2021 is excess billing.

Hence, it was requested that the meter may be checked and the electric consumption charges w.e.f. December, 2021 may be rectified accordingly. But no action was taken by the Electricity Department, hence complaint to the CGRF/Electricity Ombudsman.

It was requested to kindly provide me an opportunity to appear before you to place the facts for settlement of my grievances.

(B) Submissions by the Respondents: -

Sh. Karuna Jaydhar, working as Superintending Engineer, A&N Administration, Electricity Department and also looking after the additional charge of Executive Engineer (HQ), Electricity Department, A&N Administration, solemnly affirm and state on oath as under: -

1. That the deponent is working as Superintending Engineer, A&N Administration, Electricity Department (Licensee) and also looking after the additional charge of Executive Engineer (HQ), A&N Administration, Electricity Department.

2. That parawise counter reply is as under :-

i. In compliance of Admission Notice issued by the Hon'ble Electricity Ombudsman, the applicant i.e. Shri. Sukharanjan Halder was contacted by undersigned and discussed about his matter / grievance. Accordingly, the grievance of Shri. Sukharanjan Halder, has been resolved on the spot.



- ii. The grievance of the applicant Shri. Sukharanjan Halder has been achieved through mutual agreement. In this regard, the applicant has submitted a withdrawal letter dated 30.12.2022, addressed to Hon'ble Electricity Ombudsman, which is attached herewith, for your kind perusal and further necessary action please.

Hence, the appeal of Shri. Sukharanjan Halder may please be dismissed.

(C) CGRF- A&NI's Order preferred for Appeal:

After registering the complaint on 28.09.2022, Ld. CGRF-A&NI, has neither heard the matter nor has passed any order within the stipulated time as required as per Consumer Grievance Redressal Forum and Ombudsman Regulations-2019, as the appointment to the vacant posts of Chairman and Member of CGRF have not finalized by the Distribution Licensee/Andaman & Nicobar Islands Administration.

(D) Findings & Analysis: -

1. I have perused the documents on record and pleadings of the parties.
2. The documents submitted by the parties have been believed to be true and if any party submitted a fake/forged document, then they are liable to be prosecuted under relevant Indian Penal Code/Rules/Regulations.
3. The Respondents vide their email dated-30.12.2022 has attached a letter of the Appellant dated-30.12.2022 which is reproduced below: -

Dated-30.12.2022

To
Hon'ble Ombudsman
The Electricity Ombudsman
(For the State of Goa and UTs)
Gurgaon, Haryana

Sub: Withdrawn of Appeal / Representation filed in the office of Electricity Ombudsman vide Appeal No. 183 of 2022 against CGRF, A&NI, Electricity Department-reg.

Sir,

I, Sukharanjan Halder, R/o Porthrapur, Port Blair (Consumer Account No. H2/4714) filed an Appeal / Representation before the Electricity Ombudsman vide Appeal No. 183 of 2022. Now, I intent to withdraw the above Appeal /



Representation with the reason that the offices of Electricity Department, A&N Administration, has redress all grievances and settled the issues. Now, I had no grievance against the Electricity Department.

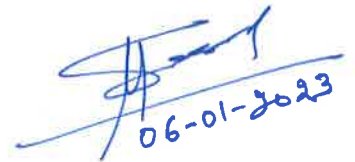
Hence, the above Appeal / Representation may be treated as withdrawn.

Inconvenience caused is deeply regretted.

Sukharanjan Halder
R/o Prothrapur
Port Blair
Consumer A/c No, H2/4714
Mobile No. 9434270336
E-mail: halder6609@gmail.com

(E) DECISION:-

1. In view of the foregoing facts, the issue in the instant Appeal is rendered infructuous, as the parties have entered into a mutual agreement to settle the issue. Therefore, Appeal of the Appellant is dismissed as withdrawn.
2. The Appellant or the Respondents should adhere to their mutual agreement.
3. In case, the Appellant or the Respondents are not satisfied with the above decision, they are at liberty to seek appropriate remedy against this order from the appropriate bodies in accordance with Regulation 37(7) of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.
4. Non-compliance of the orders of the Ombudsman by the Electricity Department/Licensee shall be deemed to be a violation of Regulations and shall be liable for appropriate action by the Hon'ble Commission under the provisions of the Electricity Act, 2003.
5. The appeal is disposed of accordingly.



06-01-2023

(M.P. Singh Wasal)
Electricity Ombudsman
For Goa & UTs (except Delhi)

Dated: 06.01.2023