

Office of the Electricity Ombudsman
(For the State of Goa and Union Territories)
Under section 42 (6) of the Electricity Act,2003
Plot No- 525-56, 3rd Floor, Udyog Vihar Phase IV,
Sector-18, Gurugram (Haryana) 122015
Phone No:- 0124 – 4684709. Email ID Ombudsman.jercuts@gov.in

File No- JERC/EO/206/2023

Appeal No- 206 of 2023

Date of Order : 05.01.2024

Sh. Avijit Biswas Selvam

.....Appellant

Vs

The Assistant Engineer -III

Electricity Department

Andaman & Nicobar Island, Port Blair

.....Respondent

Order

Sub- Appeal No 206 Of 2023, against CGRF- A&Ni Order in complaint no-ANI/CGRF/273/23-24/05 dated 30/05/2023 filed by Sh. Avijit Biswas, Andaman & Nicobar.

The Appeal /Representation subject cited above was received on 12.12.2023 and admitted for examination and consideration on 22.12.2023 in the office of the Electricity Ombudsman for the state of Goa & UTs under Section 42(6) of the Electricity Act 2003 read with Regulations 32 & 33 of Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations against the order in case No **ANI/CGRF/273/23-24/05 dated 25/08/2023** passed by the Ld Consumer Grievances Redressal Forum(CGRF), Andaman & Nicobar. A copy of the same as received was forwarded to the Respondent on the same day with the direction to submit their counter reply.



2. Applicant submitted the facts as CGRF has issued an order no. F.No ANI/CGRF/10-273/187 dated 3.11.2023 and a reminder-I, letter issued by the CGRF vide letter no. F.No. ANI/CGRF/10-273/204 dated 28.11.2023 despite the Order issued by the CGRF the E/JE has not complied with the Order of CGRF and has not revised the bills and JE asked to pay the previous dues and HE says that the future bill would be adjusted. Where CGRF ordered that all the previous dues may be adjusted.

3. The point wise counter reply of the respondent has been received in the office of the Electricity Ombudsman on 04.01.2023.

In this regard, the grievances of the applicant Shri Avijeet Biswas have been achieved through mutual agreement. The Applicant has submitted a withdrawal letter dated 30.12.2023, addressed to the Hon'ble Electricity Ombudsman.

4. The Appellant and the Respondent have come to a compromise to settle the issue amicably between them and the undertaking of the Respondent and Appellant in this regard has since been received. The department has assured the appellant the amount of 15677/- in respect of H3/6970 will be adjusted from December 2023 onwards.

5. In view of the settlement arrived at between the appellant and Respondent the appeal is hereby dropped.

6. However, this office will be appraised of by both the Respondent and the Appellant after the final settlement in totality, and in full and final settlement of this complaint/representation.

7. The Appeal is disposed of accordingly.

Dated: 05.01.2024



(C M Sharma)

Electricity Ombudsman

For the state of Goa & UTs

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