

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

Appeal No-246 of 2025

Date of Order: 26.09.2025

In the matter of

Shri Atul Kumar Roy,
S/o G S Roy,
Roop Narayan Colony,
Opposite Apollo Hospital,
Garacharma, Sri Vijayapuram,

.... Appellant

VERSUS

The Executive Engineer,
Electricity Department,
Andaman & Nicobar Island Administration,
Sri Vijayapuram.

....Respondent(s)



ORDER

In the matter of:

Appeal against the order dated 11.08.2025, communicated vide letter no. ANI/CGRF/10-404/844 dated 18.08.2025, passed by the Consumer Grievance Redressal Forum (CGRF) in Complaint No. ANI/CG No. 17/2025.

This representation was filed on 10th September 2025 by Shri Atul Kumar Roy S/o Shri G S Roy R/o Roop Narayan Colony, Opposite Apollo Hospital, Garacharma, Sri Vijayapuram under Section 42(6) of the Electricity Act 2003 read with Regulations 35 & 36 of Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations 2024) against the order dated 11th August, 2025 in case No. **ANI/CGRF/10-404/844 (hereinafter referred as impugned order)** passed by the Ld. Consumer Grievance Redressal Forum (CGRF), Andaman and Nicobar Island.

After a thorough examination of the complaint and following due process, the admission notice was issued on 15.09.2025 and a copy of the complaint was forwarded to the Respondent, Executive Engineer, Electricity Department, Andaman and Nicobar Island Administration, Sri Vijayapuram directing him to file a reply to the appeal filed by the Appellant Shri Atul Kumar Roy, vide this office letter dated 15.09.2025.

This Appeal has been filed against the impugned order dated 11.08.2025 of the CGRF Andaman & Nicobar Island, communicated vide letter no. ANI/CGRF/10-404/844 dated 18.08.2025.

The Appellant lodged a complaint with the Assistant Engineer on 04.07.2025, but the reply given only orally was that the meter was functioning correctly and that the billed amounts must be paid. No written or technical justification was provided.

Being dissatisfied, the Appellant approached the CGRF by filing Complaint dated 09.07.2025. The CGRF directed the Respondent Department to file a report and para wise comments.

CGRF Adaman and Nicobar Island passed the orders as under:

1. *The Complaint No. ANI/CG No. 17/2025 is hereby closed with specific directions to the Complainant and the Respondent.*



2. *The Forum directs the Respondent to conduct meter testing at any NABL accredited lab. at consumer cost, if the consumer not satisfied with the accuracy test conducted by Respondent. Further the independent testing confirms a fault in the meter, the Respondent shall revise the bill and refund the testing cost by adjustment in the consumer's subsequent bill as per Regulation 6.36.*
3. *The Complainant is directed to rectify the earthing system and internal wiring to meet safety standards specified in the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations. 2010. The Complainant may engage a licensed electrical contractor to strengthening the existing earthing and wiring as per IS:3043 standards.*
4. *The Respondent shall verify the rectification upon completion and record the earthing voltage in the presence of the consumer.*
5. *The Respondent shall proceed as per the JERC Regulation Clause 4.3, including possible conversion to 3-phase supply, if the connected load exceeds the sanctioned limit of single phase, after due process.*
6. *The Complainant is advised to install an ELPD (Earth Leakage Protective Device) to enhance safety of equipment and reduce the earth leakage risks.*
7. *Both parties shall avoid hostile or threatening conduct during inspections; if necessary, future inspections shall be conducted with proper communication to the complainant well in advance.*
8. *The Respondent is directed to maintain proper records and communication with complainant and if any replacement of faulty meters, testing in the premises may be duly acknowledged by the complainant in future cases.*
9. *The Forum reiterates that it is an independent and neutral adjudicatory body, functioning strictly under JERC regulations, without bias toward either party*

Being aggrieved of CGRF orders the Appellant had filed the present appeal challenging the impugned order of the Consumer Grievance Redressal Forum (CGRF) dated 11.08.2025.

It was suggested to the Respondents to make efforts to resolve the issue amicably through mutual settlement. Accordingly, both the Appellant and the Assistant Engineer, Electricity Department, Andaman and Nicobar Island Porthapur held a joint meeting and all the



issues/grievances of Appellant have been settled. The Appellant vide his Email dated 25.09.2025 has informed that the matter has been amicably settled between them.

The Appellant has further stated that in view of the settlement, he is fully satisfied with the outcome of settlement arrived and he does not wish to press the present appeal as he is fully satisfied and wants to withdraw his complaint.

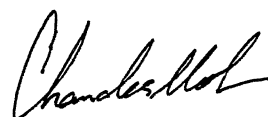
The Respondent has confirmed the fact of mutual settlement and has no objection to the disposal of the appeal on that basis.

The Appellant's request allowed.

In view of the above, as the dispute has been mutually settled between the parties, no further adjudication is required in this matter.

Accordingly, the appeal is **disposed of as settled**.

Dated:26.09.2025



(C M Sharma)

Electricity Ombudsman JERC.