
Shri. R. Ravichandar, Chairman.
Vacant - Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

Shri. Abdul Jaleel, R/o Delanipur, Sri Vijaya Puram.

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

Complaint No. : ANI/C.G. No. 31/2025 dated 28/10/2025.
Complaint : New Connection (Commercial)
Date of Hearing : 18/11/2025
Date of Order : 20/11/2025

The complainant Shri. Abdul Jaleel, R/o Delanipur, Sri Vijaya Puram, filed a complaint vide R.D. No. 1423 dated 07/11/2025 regarding delay in issuing of New Service Connection (Commercial).

The complaint was registered as ANI/C.G. No. 32/2025 and forwarded on 07/11/2025 vide letter No. ANI/CGRF/10-419/914 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter the Respondent for submitting reply/comments and for attending the Hearing fixed on 18/11/2025 at 11:00 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 18/11/2025 at 11:00 a.m.

The AE-I(HQ), Elect Dept., vide his letter No. EL/AE/SD-I/HQ/25-5/2025/856 dated 17/11/2025 authorised Shri. Anuj Kishan, JE, Prem Nagar site office, Subdivision -1, HQ Division to attend the hearing and the same letter was received by the Forum vide R.D No.1436 dated 17/11/2025 (the letter is kept in the case file) (**Exbt. -1**) and which was admitted by the Forum. No reply / comments were filed by the Respondent and the Forum decided to proceed based on the materials available on record.

A handwritten signature in black ink, appearing to be "KQ". The letters are stylized and connected. A horizontal dashed line is visible below the signature.

Hearing on 18/11/2025

The Hearing was held on 18/11/2025 in the Hearing Hall, Electricity CGRF at 11:00 a.m. The following were present: -

- (i) Shri. Abdul Jaleel, Complainant.
- (ii) Smti. Ruqiya Bibi, Asst. Complainant.
- (iii) Shri. Anuj Kishen, JE, Elect. Dept.

Statement of the Complainant

The complainant Shri. Abdul Jaleel, R/o Delanipur, Sri Vijaya Puram stated in his complaint letter dated 07.11.2025 that "Respected Sir/Madam, I am writing to bring to your kind notice that I have disconnected my old domestic meter connection to facilitate a new commercial connection. My property at Survey No. 661/P/1/1 was previously domestic land and has now been converted to commercial land.

Subsequently, I submitted four applications for commercial meters on 06th August 2025, with the following application numbers:

Application No: 32553 (Three Phase) Application No: 32556 (Single Phase)
Application No: 32559 (Single Phase) Application No: 32564 (Single Phase)

Furthermore, I have already paid the required fees for the commercial meter, application no. 32553 (Three Phase), including an FD of Rs. 38,780 and ESTT of Rs. 2,731.

The considerable delay in issuing these connections is causing a significant hindrance to the start of my commercial operations. The lack of electricity is impacting my business activities and causing financial losses. I have completed all the necessary formalities from my end and have made the requested payments for the connections.

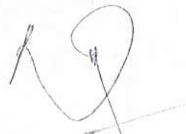
Therefore, I request your urgent intervention in this matter to expedite the process and instruct the concerned authorities to issue and install the commercial meters at the earliest."

The complainant enclosed photocopies of SBI's statement, Payment receipt, Form F, Online application no. 32553 dated 06/08/2025 and SDO, SA's order dated 04.09.2025, which is kept in the case file (Exbt. -2).

Reply of the Respondent

The Respondent submitted vide letter No. EL/AE/SD-I/HQ/25-6/2025/856 dated 17/11/2025 stated that: -

"Sir, With reference to the CGRF letter No. ANI/CGRF/10-419/914 dated 07.11.2025 in the matter of Complaint no. ANI/C.G.No. 32/2025 dated 07.11.2025 regarding complaint filed by Shri Abdul Jaleel, S/o P.A.Moideen, R/o Delanipur, I, Deepak Mondal, hereby authorize Shri Anuj Kishen, Junior Engineer(Prem Nagar Site Office), Sub- Division-I, HQ Division, to attend the hearing scheduled on 18.11.2025 before the Hon'ble CGRF in connection with the complaint filed by Shri Abdul Jaleel, S/o P.A.Moideen, R/o Delanipur.



The authorized officer is competent to present facts, furnish required information, and submit necessary documents on behalf of this office during the said hearing."

Submission of the Complainant

The complainant stated that he had taken all necessary steps to start his commercial establishment, including changing the land category of his property and applying for new commercial electricity connections. He highlighted that after submitting four applications and paying all relevant charges, the respondent had neither sanctioned nor installed the commercial meters.

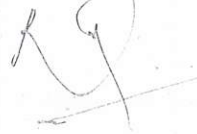
He expressed that the delay had caused him severe inconvenience because electricity is essential for beginning commercial operations. He had arranged manpower, equipment, and business infrastructure, all of which remained unused due to the lack of power supply. He contended that the respondent had not communicated any actionable reason for the delay and therefore requested the Forum to ensure immediate release of commercial connections.

Submission of the Respondent

The Respondent stated that the applications submitted by the complainant were on hold on due to the direction issued by SVP Municipal Council vide order no 3720 dated 17/09/2025 and as directed by the EE/HQ/ED not to provide any new service connection to the said premises. The respondent stated that the complainant remitted an estimated amount of Rs 2,731/- vide receipt No.002-002-503126 dated 19/09/2025 and an amount of Rs.38,780/- remitted as security deposit dated 19/09/2025. Since both the amounts were received after the SVPMC order no.3720 dated 17/09/2025, hence the application is kept on hold. He also pointed out that the complainant having one domestic connection and two commercial connections vide A/c nos. B/245, B/2036 and B/2037 respectively under temporary disconnection and the consumer paying the minimum charges to maintain the same connection after the alteration of the said premises.

Forum's Observation

The Forum observed that the complainant, Shri Abdul Jaleel, S/o P.A. Moideen R/o of Delanipur is the owner of a property situated at Survey No. 661/P/1/1. The land, initially categorized as domestic, has recently been converted into commercial land. To commence the commercial operations on the said premises, the complainant had requested for a temporary disconnection of the existing connections and started the modification of the said premises. After completion of the modification work, he submitted four separate applications for new commercial service connections (one three-phase and three single-phase connections) on 06/08/2025.



The complainant also deposited the requisite fees demanded by the respondent, including a fixed deposit and other establishment charges for the new commercial connection application number 32553 (three-phase). Despite submission of the complete documents and payment of charges, the complainant alleges an undue delay in issuing the service connections by the respondent causing a significant hindrance to the start of the commercial operations. Due to the lack of electricity his business activities are impacted hardly and causing financial loss to him.

During the course of proceedings by the Respondent, the SVP Municipal Council issued an order directing the respondent not to provide any new service connection to the premises owing to alleged illegal construction at the property. This order became the basis for withholding the new service connections.

The matter was brought before the Consumer Grievance Redressal Forum (CGRF). The respondent deputed an authorized representative to attend the hearing. After hearing both parties and reviewing related documents, the Forum undertook detailed observations and made a site visit on the same day of the hearing, by 12 noon. During the inspection the Forum noticed that the wiring of the building was completed, and first floor of the building was occupied by him and running a shop and presently their supply requirement is met by running a small diesel generator.

Since the respondent is restrained from providing new service connection due to statutory restrictions made by the Municipal council, hence the Forum directs the respondent to revive the existing connections which had been temporarily disconnected by the respondent and minimum charges have been paid by the complainant. The Forum also notices that in connection with the modification of the existing building the respondent did not terminate the existing agreement and not be returned the security deposit amount of the complainant. Thus, the Forum insist for the revival of existing connection immediately. The Forum directs the complainant to approach the respondent for obtaining new service connection after clearing the statutory directions issued by the SVP Municipal council.

Hence,

It is Ordered:

After detailed deliberations, submissions and documents produced before the Forum, and based on the observation so reached, the following Order is passed: -

1. The Case is closed with specific directions to the Complainant and the Respondent.
2. The Forum directs the respondent to revive the existing connection which has been temporarily disconnected for which the complainant has been still paying minimum charges to avoid the hinderance on his business activities and financial loss.




3. The Forum directs the complainant to approach the respondent for getting new service connection on the said premises after obtaining clearance from the SVP MC.
4. The Forum directs the respondent to refund or adjust the amount already collected in connection with new service connection vide application no.32553 in the future bills.
5. The Forum directs the respondent to observe all codal formalities specified in the supply code regulations 2018 before reviving the existing connection.
6. The Forum advised to the complainant to install an Earth Leakage Protective Device (ELPD) in the wiring for ensuring personal and equipment safety.
7. The Respondent is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
8. 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.
9. 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 (Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-I(HQ), 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

Vacant
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF