

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
SRI VIJAYA PURAM

Before:

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

In the matter of:

Shri. B. Siva Shankar, R/o Bhagat Singh colony, Haddo, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 38/2025 dated 18/12/2025.
Complaint : New Service Connection (Domestic)
Date of Hearing : 30/12/2025
Date of Order : 01/01/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 1484 dated 18/12/2025 regarding New Service Connection (Domestic).

The complaint was registered as ANI/C.G. No. 38/2025 and forwarded on 19/12/2025 vide letter no. ANI/CGRF/10-425/943 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter called the respondent for submitting reply/comments and for attending the Hearing fixed on 30/12/2025 at 10:30 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram along with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 30/12/2025 at 10.30 a.m.

The Respondent vides his letter no. EL/AE/SD-I/HQ/25-3/2025/675 dated 27/12/2025 with enclosures submitted reply / comments, which was received by the Forum vide R.D No. 1496 dated 29/12/2025 (the letter is kept in case file) (**Exbt.-1**).

Hearing on 30/12/2025

The Hearing was held on 30/12/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. B. Siva Shankar, Complainant.
- (ii) Shri. J. Jayakumar, AE (W/Shop), NO, Elect. Dept.
- (iii) Smti. J. Anushiya, JE (Haddo), Elect. Dept.

Statement of the Complainant

The complainant stated in his complaint letter dated 18.12.2025 that "*I, the undersigned, most respectfully submit this grievance before the Hon'ble Consumer Grievance Redressal Forum seeking Redressal against the unjustified, arbitrary, and repeated rejection of my applications for release of a new domestic electricity connection, despite my full compliance with the documentary and procedural requirements prescribed under the JERC (Electricity Supply Code) Regulations, 2018 (hereinafter referred to as "Supply Code, 2018").*

BRIEF FACTS OF THE CASE

1. That I had initially applied for a new domestic electricity connection through the online portal vide online Application No. 36312 dated 11/11/2025 (Annexure 'A')
2. That the said application was rejected by the Electricity Department on 18/11/2025 with the remark: "Submit No Objection Certificate from all the Joint Land Owners executed either before Executive Magistrate or Notary Public" (Annexure 'B').
3. That in complete compliance with the above remark, obtained No Objection Certificates (NOCs) from all joint land owners, duly executed before the competent authority, and submitted the same along with all required documents through a fresh application vide Online Application No. 37426 dated 04/12/2025 (Annexure 'C')
4. However, to my utter surprise, the second application was also rejected on 10/12/2025 with the vague and contradictory remark: "Upload No Objection Certificate from one of the Joint Land Owner (Shri. M. Madhava Rao) executed either before Executive Magistrate or Notary Public" (Annexure "D"), despite the fact that the NOC from the said joint land owner had already been submitted along with the application.

The rejection of my online applications without issuing a written note regarding deficiencies (and without providing an opportunity to rectify them) is a violation of Clause 5.35 of the Electricity Supply Code, 2018 which reads as:
Processing Application Form

5.35 For all application forms pertaining to release of supply of new connections, the Licensee shall verify the application form along with enclosed documents



and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the Licensee shall acknowledge its receipt on the spot. In case the application is submitted online, the Licensee shall issue a written note regarding shortcomings in the application within 3 working days from the date of submission of application.

Furthermore, the rejection of documents submitted by me (i.e., Aadhaar Card as proof of identity (Annexure 'E') and Sale Deed alongwith NOC from the owner of premises as proof of ownership) (Annexure 'F'&'G'), is a violation of Clauses 5.29 and 5.30 of the Electricity Supply Code, 2018, which read as:

5.29 Any of the following documents shall be considered as acceptable proof of identity

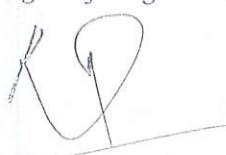
If the applicant is an individual:

- (1) Electoral identity Card
- (2) Passport
- (3) Driving Licence
- (4) Photo identity card issued by Government agency
- (5) PAN Card
- (6) Photo Certificate from village Pradhan or any village level Government functionary like Patwari/Lekhpal/village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health centre, etc.
- (7) Aadhaar Card

5.30 Any of the following documents shall be considered as acceptable proof of occupancy of premises:

- (1) Copy of the registered sale deed or lease deed or rent agreement and in the case of agricultural connections, a copy of khasra / khatauni/ khata nakal;
- (2) Registered General Power of Attorney (3) Municipal/Panchayat tax receipt or Demand notice or any other related document;
- (4) Letter of allotment;
- (5) Copy of the house registration certificate issued by the Panchayat/ownership certificate issued by Revenue Authorities;
- (6) Any other ownership related document issued by local Government Authority.
- (7) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (6) above, also furnish a No Objection Certificate from owner of the premises:

As an occupier, I submitted the requisite documents in full compliance with the above clauses. Even though the Electricity Supply Code, 2018 does not prescribe any mandatory requirement for the No Objection Certificate to be executed before an Executive Magistrate or notarized by a Notary Public, however, I complied with the Department's additional demand in good faith. The continued rejection despite such compliance is extraneous, arbitrary and beyond the scope of the Regulations. Such mechanical rejection without proper scrutiny has also resulted in unnecessary wastage of my time and money, including

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repeated expenditure towards documentation, attestation, and re- submission of applications.

This conduct further violates the universal service obligation under Section 43 of the Electricity Act, 2003, which mandates the Distribution Licensee to provide electricity connection on application without imposing unreasonable or extraneous conditions.

RELIEF SOUGHT

In view of the facts and circumstances stated above, I most respectfully pray that this Hon'ble Forum may be pleased to:

1. Direct the Electricity Department to release a new electricity connection forthwith in my favour on the basis of documents already submitted vide Online Application No 37426 dated 04/12/2025, without insisting on any further documents;
2. Declare that rejection of applications for new electricity connection without issuing a proper written note specifying deficiencies, as mandated under Regulation 5.35 of the Electricity Supply Code Regulations, 2018, is illegal and unsustainable,
3. Direct the Electricity Department to strictly adhere to the provisions of the Electricity Supply Code, 2018 in future cases and not to repeat such arbitrary rejections, which cause unnecessary hardship and wastage of time and money to consumers
4. Pass any other order(s) or direction(s) as this Hon'ble Forum may deem fit and proper in the interest of justice

I shall be highly grateful for the kind intervention and relief by this Hon'ble Forum."

The complainant enclosed photocopies of Online application no. 36312 dated 11/11/2025, Online application no. 37426 dated 04/12/2025, Application status, Sale Agreement dated 15/06/2023, Affidavits dated 11.11.2025 & 04.12.2025 respectively, Form-F and Aadhaar card as ID proof, which is kept in the case file (**Exhb. -2**).

Reply of the Respondent

The Respondent submitted para-wise comments vide letter no. EL/AE/SD-I/HQ/25-3/2025/675 dated 27/12/2025 stated that: -

1. The applicant Shri B. Siva Shankar, S/o Late. B. Ram Babu, R/o Haddo, Ph. No. : 9679519205 has applied for new electric meter connection (Domestic).
2. The applicant has applied for new electric meter connection (Domestic) vide Online application no. 36312 dated 11/11/2025 which was rejected due to non-submission of complete NOCs from all joint land owners and before rejecting the application the applicant was informed the reason for rejection of his online



application and he assured that he will reapply with complete required documents.

3. However, the applicant had re-applied for new meter connection vide application no. 37426 dated 04/12/2025 again with incomplete document and therefore his application was rejected with the remarks "to upload No Objection Certificate from one of the Joint Land Owner (Shri. M. Madhav Rao) executed either before Executive Magistrate or Notary Public", as the consent of all joint owners is required to avoid any legal issues.

Submission of the Complainant

The complainant stated that his applications were rejected without clear communication of deficiencies. He emphasized that he never refused to comply with any lawful requirement and was always willing to furnish additional documents. He further stated that the delay caused resulted in undue hardship and deprived him of electricity supply, which is a basic necessity.

Submission of the Respondent

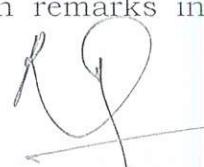
The respondent submitted that granting of electricity connection on jointly owned property requires careful verification to prevent future disputes among stakeholders. It was stated that the complainant's applications did not fully satisfy the respondent's requirements relating to consent of joint owners at the time of submission, compelling the respondent to reject the same.

The respondent expressed readiness to process the complainant's request upon receipt of a fresh application supported by complete and unambiguous documentation, in accordance with the Supply Code and technical norms.

Forum's Observation

The present grievance arises out of repeated rejection of applications submitted by the complainant for release of a new domestic electricity connection by the respondent. The complainant approached the Hon'ble Consumer Grievance Redressal Forum alleging rejection of his online applications despite submission of documents prescribed under the JERC (Electricity Supply Code) Regulations, 2018.

The complainant initially applied for a new domestic electricity connection through the online portal of the respondent on 11.11.2025. The application was rejected on the ground of non-submission of No Objection Certificates from all joint land owners. Thereafter, the complainant re-applied with additional documents including No Objection Certificates; however, the second application was also rejected with remarks indicating deficiency in documents.



The complainant contended that the repeated rejections were contrary to the provisions of the Electricity Supply Code, 2018, particularly Regulation 5.35, which mandates issuance of a written note specifying shortcomings and providing opportunity to rectify deficiencies, especially in cases of online applications.

The respondent, on the other hand, justified the rejection on the ground that the property was jointly owned and that complete consent from all co-owners was necessary to avoid future legal complications.

The matter was heard by the Hon'ble Forum, which examined the pleadings, documents, applicable regulations, and submissions made by both parties.

The complainant stated that he is an applicant for a new domestic electricity connection and had duly submitted his application through the respondent's online portal along with all required documents as prescribed under the JERC (Electricity Supply Code) Regulations, 2018.

The respondent stated that the complainant applied for a new domestic electricity connection vide online application numbers 36312 dated 11.11.2025 and 37426 dated 04.12.2025.

The respondent submitted that the first application was rejected due to non-submission of complete No Objection Certificates from all joint land owners. It was further stated that prior to rejection, the complainant was informed about the deficiency and had assured that he would reapply with complete documentation.

The respondent further stated that the complainant re-applied on 04.12.2025; however, even in the second application, complete and proper documents were not submitted. In particular, the respondent claimed that No Objection Certificate from one of the joint land owners, namely Shri M. Madhava Rao, was not submitted in the prescribed manner.

The respondent emphasized that since the property is jointly owned and one co-owner had sold his share through a sale agreement dated 14.06.2023, consent from all co-owners is essential to avoid future disputes and litigation.

The respondent justified its action by stating that release of electricity connection on joint property without complete consent may result in legal complications for the respondent at a later stage.

The respondent submitted that rejection of the applications was carried out in accordance with respondents practice and in the interest of safeguarding against potential disputes. The Forum observed that the rejection of application by the respondent on deficiency of documents is not par with supply code regulation 2018 approved by JERC. In case of online application

the respondents shall process the application form and if any short coming identified in the application, shall issue a written note regarding the short comings to the complainant within three working days, from the date of submission of the application. The respondent shall maintain a permanent record of all application received in any form either online or offline and the same may be uploaded in the website with stage wise disposal of application. The respondent shall deal with application form in each tariff category on the broad principle of first cum first serve as per the serial priority. If the application is rejected based on deficiency, the priority mentioned in the regulation will be deprived.

The Forum also observed that the complainant had applied for a new domestic electricity connection through online mode on two occasions and both applications were rejected on the ground of incomplete documentation.

On scrutiny of records, the Forum noted that the premise in question is a jointly owned property and that one of the co-owners had entered into a sale agreement with the complainant. The Forum observed that consent of all joint owners is generally required for granting electricity connection on joint property to avoid future disputes.

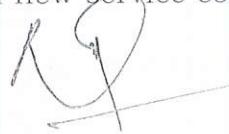
However, the Forum further observed that the respondent had not strictly followed Regulation 5.35 of the JERC (Electricity Supply Code) Regulations, 2018, which mandates issuance of a written note specifying deficiencies and providing reasonable opportunity to rectify the same, particularly in online applications.

The Forum also observed that the online system does not appear to provide adequate scope for clarification or rectification of document-related deficiencies.

The Forum further observed that the list of documents required for new connections is not clearly and prominently communicated to consumers through the website or FAQ section, as envisaged under Regulation 5.18 of the Supply Code.

The Forum took note of the willingness of the complainant to submit all documents as required by the respondent and also noted the respondent's submission that supply would be released upon receipt of a fresh application with complete documentation. Accordingly, the complainant submitted a fresh application vide No. 38074 dated 30/12/2025 as directed by the Forum during hearing on 30/12/2025, which was received by the Forum vide R.D. No. 1504 dated 31/12/2025 (the letter is kept in case file **Exbt.-3**).

Hence the Forum directs the respondent to modify the present software for the processing of application Forms of new service connection with a facility

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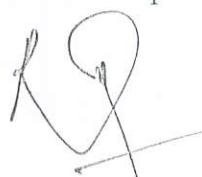
to intimate the consumer for any deficiency in the application and resubmitting the additional documents if any.

Hence,

It is Ordered:

After detailed deliberations, submissions, site inspection 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 Respondent is directed to accept a fresh application from the complainant for release of a new domestic electricity connection. The respondent shall clearly intimate the complete list of documents required at the time of submission of the fresh application.
3. The Forum directs the Respondent to modify the present software for the processing of application Forms of new service connection with a facility to intimate the consumer for any deficiency in the application and resubmitting the additional documents if any.
4. The Respondent shall strictly comply with Regulation 5.35 of the JERC (Electricity Supply Code) Regulations, 2018. Any deficiency noticed in the application shall be communicated through a written note within the stipulated time.
5. The consumer shall be provided reasonable opportunity to rectify and resubmission facility for any shortcomings in the application in future.
6. The Respondent shall ensure that its online portal allows rectification of document deficiencies.
7. The Respondent shall display the complete document required for a new service connection and the checklist on its website/FAQ section as per the Supply Code Regulations 5.18.
8. The electricity service connection shall be released after observing all technical and codal formalities.
9. The complainant shall advise to install an ELPD (Earth Leakage Protective Device) in the wiring for safety purposes.
10. 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.



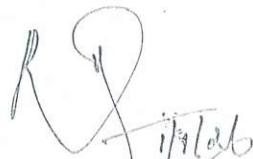
11. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
12. The complainant shall not be harassed overtly or covertly 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


(R. Ravichandar)
Chairman
Electricity CGRF