

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

Before:

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Smti. Neela, W/o Shri. Rajender Pal, R/o Garacharma, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 18/2025 dated 17/07/2025.
Complaint : New Connection (Domestic)
Date of Hearing : 28/07/2025
Date of Order : 29/07/2025



ORDER

Background

The complainant Smti. Neela, W/o Shri. Rajender Pal, R/o Garacharma, Sri Vijaya Puram, filed a complaint vide R.D. No. 1268 dated 17/07/2025 regarding New Service Connection (Domestic).

The complaint was registered as ANI/C.G. No. 18/2025 and forwarded on 18/07/2025 vide letter No. ANI/CGRF/10-405/809 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III(HQ), Electricity Department for submitting reply/comments and attending the Hearing fixed on 28/07/2025 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 28/07/2025 at 11.00 a.m. Later vide letter no.ANI/CGRF/10-405/812 dated 22/07/2025 a corrigendum was issued for the change of venue at Prothrapur Site office, Electricity Department due to renovation work at CGRF hearing hall.

The AE-III (HQ), Elect Dept., vide his letter No. EL/AE/PP/1-12/25-26/456 dated 23/07/2025 with enclosures submitted reply / comments on

behalf of the Respondent (ED), which was received by the Forum vide R.D No. 1280 dated 23/07/2025 respectively (the letter is kept in case file) (**Exbt. -1**).

Hearing on 28/07/2025

The Hearing was held on 28/07/2025 in the Prothrapur Site office, Electricity Department at 11:00 a.m. The following were present: -

- (i) Smti. Neela, Complainant.
- (ii) Shri. Rajender Pal, Asst. Complainant.
- (iii) Shri. Dipak Kr. Singh, JE, Elect. Dept.

Statement of the Complainant

The complainant Smti. Neela, W/o Shri. Rajender Pal, R/o Garacharma, Sri Vijaya Puram stated in her complaint letter dated 17.07.2025 that "I had applied for new electric connections (03 Nos.) at my building portion at Garacharma (Naushad colony) vide application no. 31605, 31606 and 31607 dated 08.07.2025. Sir I had already been provided three meters in the past in the said building also.

Now the department has not provided the same and passed remark 'NOC required'. I had submitted all the relevant records for the same.

Hence it is my humble request to kindly consider my grievances and request to redressal my complaint at the earliest at your good end please."

The complainant enclosed photocopies of Online application no. 31605, 31606 & 31607 each dated 08/07/2025, Application status, Form-F, Sale agreement dated 04/03/2010, e-bill and Aadhaar card as ID proof, which is kept in the case file (**Exbt. -2**).

Reply of the Respondent (ED)

The Assistant Engineer-III submitted para-wise comments on behalf of the Respondent vide letter No. EL/AE/PP/1-12/25-26/456 dated 23/07/2025 stated that: -

"Sir, With reference to the above cited subject under reference it is to inform that the Online application vide No.31605, 31606 & 31607 dated 8.7.2025 with land records submitted by Smti Neela, R/O - Garacharma under Survey No. 432/24 for obtaining three nos. electric connection, is scrutinized and found the following discrepancies in land records.



1. As per Record of Holding Register (Form -F) the tenant of the land under Survey No.432/ 24 is DENSA S/O- Late INDER SINGH DENSE.
 2. As per Sale Agreement Smti Neela executed a sale agreement with Smti Gurmit Kaur W/O- Shri Tarsem Singh R/O- Aberdeen Bazaar being a legal Attorney appointed by Sardara Singh Dhinsa S/O- Late Inter Singh Dhinsa R/O- Ward No. 10 Balachaur, District Nawamshahar, Punjab.
 3. In the sale agreement Point No. -1 the Survey No. Shown as 432/P-1 and stating stand recorded in the name of Shri Sardara Singh Dhinsa which is mismatched in according to Form-F.
 4. Due to above discrepancies in land records submitted by applicant through online application this Department asked the applicant to submit No objection certificate from the owner of the land and rejected all three applications.
- All the documents pertaining to new connection submitted by the applicant are enclosed here with as per the direction of CGRF."

The AE-III, Electricity Department enclosed photocopies of Online application no. 31605, 31606 & 31607 each dated 08/07/2025, Application status, Form-F, Sale agreement dated 04/03/2010 and e-bill, which is kept in the case file (Exbt. -3).

Submission of the Complainant

The complainant, Smti Neela, argued that she had consistently adhered to departmental procedures and provided all required documentation, including a valid sale agreement. She pointed out that the same agreement had been accepted by the department for issuing multiple connections earlier. She believed the denial of additional connections now, on the grounds of land ownership disputes, was unjust and inconsistent with past actions of the department. She clarified that the building is used for residential purposes, and delay in providing new connections was causing undue hardship. She also expressed willingness to comply with any reasonable conditions such as affidavits or bonds.

Submission of the Respondent

The respondent reiterated that while previous connections were issued based on the documents submitted, recent scrutiny as part of internal reforms had revealed mismatches in survey numbers and land records. The sale agreement, though previously accepted, references a different survey number (432/P-1) than the one recorded in Form-F (432/24), leading to ambiguity over ownership. The respondent maintained that to safeguard legal integrity and avoid liability, it was necessary to obtain either an NOC or an indemnity from the applicant. They clarified that they were not against providing connections but were seeking to ensure that proper legal safeguards were in place.



Forum's Observation

The case pertains to the denial of three new electricity connections to a complainant for a residential building located at Garacharma (Naushad Colony), Port Blair. The complainant had applied online on 08.07.2025 vide application numbers 31605, 31606, and 31607. In the past, the respondent had already provided two domestic single-phase connections on the ground floor and three phase connections on the first floor in the same building based on the sale agreement dated 4th March 2010 executed between the complainant and a legal attorney representing the landowner.

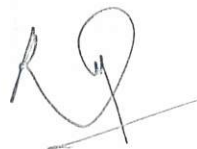
However, upon fresh application, the respondent raised objections regarding land ownership records. They observed discrepancies between the survey numbers mentioned in the sale agreement and those in the Form-F (Record of Holding Register), and thus demanded a No Objection Certificate (NOC) from the original landowner. Due to a pending court dispute, the complainant was unable to furnish the NOC.

This led to the filing of a formal complaint before the Consumer Grievance Redressal Forum (CGRF) seeking redressal and reinstatement of their right to obtain electricity connections for their residential premises.

The complainant, Smti Neela, a resident of Garacharma (Naushad Colony), had submitted three online applications (Nos. 31605, 31606, and 31607) on 08.07.2025 seeking new domestic electricity service connections for the second floor of her building. She contended that she had earlier been sanctioned three domestic service connections in the same premises based on the same land documents, including a registered sale agreement.

She emphasized that she had submitted all relevant documents along with the application, including the sale agreement executed with the lawful attorney of the original landowner. However, the Respondent (ED) declined to process her new request, citing the absence of a No Objection Certificate (NOC) from the original landowner. She stated that she was unable to provide the NOC due to the matter being sub judice in court. Hence, she approached the Forum requesting urgent redressal of her grievance and issuance of electricity service connections.

The Respondent (ED), in its response, stated that upon scrutiny of the land documents submitted along with the online applications, several discrepancies were found. Firstly, as per the Form-F dated 13/10/2010, the tenant recorded under Survey No. 432/24 is one Densa, S/o Late Inder Singh Densa. However, the sale agreement dated 4th March 2010 furnished by the applicant mentions Survey No. 432/P-1 and states the land as being owned by Shri Sardara Singh Dhinsa, which does not match the official land records.



The sale agreement was executed on 4th March 2010 between Smti Neela and Smti Gurmit Kaur, who was acting as a power of attorney holder for Shri Sardara Singh Dhinsa. Due to the mismatch between the survey numbers and the land ownership details, the Respondent (ED) demanded an NOC from the original landowner. In the absence of the NOC, and given the discrepancies in ownership, the Respondent (ED) rejected the applications to avoid any future legal implications.

The Forum reviewed the statements and supporting documents submitted by both parties. It was observed that the complainant has already been provided with three connections in the same premises in the past (two on the ground floor and a one three phase service connections on the first floor). These previous connections were granted based on the same sale agreement that has now been questioned. The complainant is currently unable to submit an NOC due to the pendency of a legal dispute in the court. The land dispute does not negate the fact that electrical connections have already been sanctioned earlier based on similar documents. The complainant has provided an acceptable chain of ownership through sale agreement. The Forum concluded that in the interest of fairness and continuity, and subject to safety and legal precautions, the new connections could be sanctioned and the same may be used purely for the domestic purpose only subject to production of an indemnity bond from the consumer that if any land dispute or deviation of usage other than domestic purpose arises in future the respondent should have a liberty to disconnect the supply.

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 Respondent (ED) and the Complainant.
2. The Forum directs the Respondent to provide the 3 Nos. electricity service connections on the second floor of the same premises of the complainant considering that the Respondent was already provided three connections in the same premises on the ground floor and first floor based on the same documents after observing all codal formalities mentioned in the supply code regulations 2018, subject to production of an indemnity bond from the complainant that if any land dispute arises in future the Respondent should have a liberty to disconnect the supply.

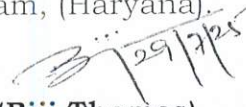


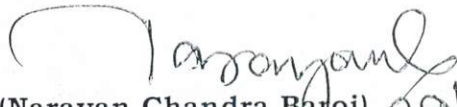
3. The Forum advised to the Complainant to install ELPD (Earth Leakage Protection Device) in the wiring to prevent any leakage and safety of the equipment.
4. The electricity service connections provided shall be used for purely for the domestic purpose only, if any deviation noticed at the later stage the Respondent should have liberty to disconnect the supply.
5. The Respondent (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
6. Further, on releasing the electricity supply, it is clear that release of electricity connection to the applicant will not confer any right or equity in favour of the trespasser/encroacher/occupier to default the title of the lawful owner and shall not be treated as having rights or title over the premises
7. 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.
8. 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 (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-III(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


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF