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

Shri. P. Ganeshan, R/o Delanipur, Sri Vijaya Puram.

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

Complaint No. : ANI/C.G. No. 14/2025 dated 16/06/2025.
Complaint : Shifting of Electric Meter (Domestic)
Date of Hearing : 25/06/2025
Date of Order : 30/06/2025

The complainant Shri. P. Ganeshan, R/o Delanipur, Sri Vijaya Puram, filed a complaint vide R.D. No. 1182 dated 16/06/2025 regarding Shifting of Electric Meter (Domestic).

The complaint was registered as ANI/C.G. No. 14/2025 and forwarded on 16/06/2025 vide letter No. ANI/CGRF/10-401/757 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer I (HQ), Electricity Department for submitting reply/comments and attending the Hearing fixed on 25/06/2025 at 10:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Shri 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 25/06/2025 at 10.30 a.m.

The Assistant Engineer-I (HQ), Electricity Department vide his letter No. EL/AE/SD-I/HQ/25-5/2025/362 dated 23/06/2025 submitted reply/comments on behalf of the Respondent (the letter is kept in case file) (*Exbt. -1*).



Hearing on 23/06/2025

The Hearing was held on 30/05/2025 in the Hearing Hall, Electricity CAFE at 10:30 a.m. The following were present: -

- (i) Shri. P. Ganeshan, Complainant.
- (ii) Shri. J. Jaya Kumar, AE(W/Shop), NO, Elect. Dept.
- (iii) Smti. J. Anushiya, JE (Haddo), Elect. Dept.
- (iv) Shri. Ravi Kumar Patro, MRDCC (Haddo), Elect. Dept.

Statement of the Complainant

The complainant Shri. P. Ganeshan, R/o Delanipur, Sri Vijaya Puram stated in his complaint letter dated 13.06.2025 that "Sir, This is to inform you that an electric meter connection vide consumer No. A/2399 & A/2398 facilitated to my residential house situated at Delanipur, Sri Vijaya Puram in my favour and due to construction purpose the said electric meter has been shifted to temporary shed adjacent to my residential house and the payment of the same has been paid to your department but the said payment receipt has been misplaced from us.

Now the construction work of my residential house has been completed and the said electric meter connection is required to be shifted on my newly constructed residential house.

Hence, it is requested you to kindly look into the matter and shift the electric meter at your end please.

The complainant enclosed photocopies of Death certificate, Form-F Payment Receipt, Khsildar's certificate dated 09.04.2013, Letter to the AE-I dated 29.04.2025 and Islander card as ID proof, which is kept in the case file (Encl. 13).

Reply of the Respondent

The Assistant Engineer-I submitted para-wise comments on behalf of the Respondent vide letter No. EL/AE/SD-I/HQ/25-5/2025/362 dated 23/06/2025 stated that: -

"The applicant Shri. P. Ganeshan, R/o Delanipur requested for shifting of energy meter bearing A/c no. A/2398 and A/2399, vide his application dated 02.05.2025, (Enclosure-I) in which he has mentioned that due to construction purpose the afore mentioned energy meter was shifted to temporary shed adjacent to his residential house.



Further he has intimated that now the construction work of his residential house is completed and the afore mentioned electric meter is required to be shifted in his newly constructed residential building.

This site office has no record regarding the shifting of the energy meter and the applicant was also informed to submit any available record/ document with him regarding his claim that the energy meter was shifted on his request but till date the applicant has not submitted any application/documents in his support regarding the shifting of energy meter.

The above said two meters vide A/c no. A/2398 and A/2399 was provided on 23.09.2004 (Enclosure- II) in favour of Shri. P. Ganeshan and the land record was submitted by the applicant is in the name of Late. Poononswamy vide Survey no. 613. (Enclosure-III). The Tehsildar issued a no objection certificate to provide electric connection in the name of Shri. P. Ganeshan vide letter no. A-3/TPE/04/1 102 dated 25.06.2004. (Enclosure- IV).

Further, we received a complaint letter on 23.04.2025 from P. Ramachandran, Member CWC, Office of the Child Welfare Committee and a copy was issued to the Superintending Engineer, Electricity Department, with the request to investigate the matter of providing electric connection in the illegally constructed RCC building at Buniyadabad opposite Rohini Eye Hospital. (Enclosure-V).

Further, this office received a Stay Order no. 1720 dated 24.04.2025 (Enclosure- VI) at this office on 02.05.2025 vide the Assistant Engineer-I Diary no. 1506 dated 29.04.2025 issued by the Executive Engineer (Plg.) Municipal Council (F.No. Pbmc-11-1663/BID/BO/MC) and a copy was issued to the Executive Engineer (HQ) with the request not to provide any service connection. On the basis of Stay Order issued by Municipal Council the application was kept on hold."

The AE-I, Electricity Department enclosed photocopies of Letter received through JE (Haddo), Letter to the Secretary (SVPMCL), Letter to the AE-I, Tehsildar's Electric Connection certificate, stay order dated 24.04.2025 and Form-F, which is kept in the case file (Exbt. -3).

Submission of the Complainant

Shri P. Ganeshan, the complainant, expressed that during the period of his house construction, he approached the electricity department with a request to relocate his energy meters to a temporary structure nearby, as construction activities rendered the original setup unusable. He claims that he paid the relevant charges in 2018 for this temporary shifting, although the receipt has been lost over time.



Now that the construction is over, he seeks to restore the meters to the main residential premises on the ground floor. Despite the stay order related to the second floor, he assures that the connections are intended only for the ground floor, which remains unaffected by the order.

Submission of the Respondent (licensee)

The respondent clarified that while the complainant did submit a room application requesting the reinstallation of meters at his newly built house, there exists no official record to confirm that the meters were previously shifted to a temporary shed. The department reiterated that the complainant was advised to submit any supporting proof but has not done so.

They further noted that a municipal stay order is active concerning with providing new connection to the second floor of the said building. Given the legal constraint and the lack of verifiable documentation from the complainant, the department has paused further processing of the request until appropriate clarification is received.

Consumer's Objection

The matter pertains to the request made by Shri P. Ganeshan, resident of Sri Vijaya Puram, Delanipur, regarding the shifting of his energy meter bearing A/c No. 5/2398 and A/2399. The electric connections were originally installed in 2009 upon the issuance of a No Objection Certificate (NOC) by the Tehsildar. As per the complainant, during the construction of his new residential house, these meters were temporarily shifted to an adjacent shed, and payment was made for the same. However, the receipt for this transaction has been misplaced.

Now that the construction of the residential house is complete, Shri P. Ganeshan has approached the respondent to shift the energy meters from the temporary shed to the newly constructed building. The respondent has declined to process the request citing the absence of any official record of the meter having been shifted earlier, and the existence of a stay order issued by the Municipal Council restricting new service connections to the second floor of the said property.

This matter was further complicated by a complaint raised by Sri P. Ramachandran, member of the Ward Welfare Committee, regarding alleged illegal construction at the site, which led to the issuance of a stay order by the Municipal Council. The case is now presented before the Consumer Forum for examination and resolution.



The Forum on 24/06/2025 inspected the site and noticed that at present the service connection to the newly constructed premises was extended from the temporary shed which is in the name of the complainant and the monthly payments are made by him without any default.

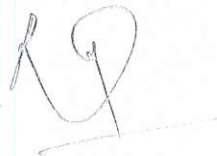
The Forum is of the view that the stay order pertains only to the second floor, and hence shifting the meter to the ground floor and first floor may be permissible after assessing the present connected load of the premises and observing all codal formalities mentioned in the supply code regulation 2018. Safety provisions such as installing an Earth Leakage Protective Device (ELPD) must be ensured during the process.

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 Forum directs the respondent to verify the internal records, particularly for the year 2018, to trace the receipt or evidence of payment made by the complainant for meter shifting. If records are found, the respondent must treat the meter shifting as a valid prior service and proceed with the complainant's request.
3. The Forum directs the respondent that if the valid documents are not traced out and affidavit may be collected from the complainant declaring the previous shifting of the meter, payment made, and confirming that no extension will be made to the second floor. The affidavit must clearly state that if electricity is extended to the second floor in violation of the Municipal Council's stay order, the respondent shall have the liberty to disconnect the service connection after observing all codal formalities mentioned in the supply code regulations 2018.
4. The Forum directs the respondent to reassess the connected load of the newly constructed building and connection may be allotted after observing all codal formalities mentioned in supply code regulations 2018.
5. The complainant is advised to install an Earth Leakage Protective Device (ELPD) to safeguard against electric leakages or hazards.



1. The Forum directs the Respondent to comply the orders in this regard within 15 days and submit the **compliance report** from the date of receipt of this order as per JERC Regulation No. 31/2024.

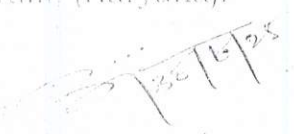
2. As per JERC Regulation No. 31/2024 under Chapter-III of JERC, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 147 of the Electricity Act 2003.

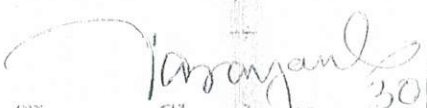
3. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

"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 - 122017 (Haryana). Phone - 0124-4684709. E-mail: ombudsman.jerc@ncljea.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 Office, (G.O.D), Assistant Engineer-I, Assistant Engineer (IT), Electricity Department, complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).


(Raji Thomas)
Independent Member
Electricity CGRF


(Narayan Chandrasekhar)
Member (Licensee)
Electricity CGRF


(K. Karvichandrar)
Chairman
Electricity CGRF