

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:

Shri. Rajesh Anand, S/o Late Braham Anand, R/o Haddo village, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 63/2025 dated 25/03/2025
Complaint : New Connection (Domestic)
Date of Hearing : 03/04/2025
Date of Order : 04/04/2025



ORDER

Background

The complainant Shri. Rajesh Anand, S/o Late Braham Anand, R/o Haddo village, Sri Vijaya Puram, filed a complaint vide R.D. No. 1051 dated 25/03/2025 regarding New Service Connection (Domestic).

The complaint was registered as ANI/C.G. No. 63/2025 and forwarded on 25/03/2025 vide letter No. ANI/CGRF/10-386/681 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 03/04/2025 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 03/04/2025 at 10.30 a.m.

The Assistant Engineer-I (HQ), Electricity Department vide his letter No. EL/AE/SD-I/HQ/25-4/2025/59 dated 28/03/2025 submitted reply/comments on behalf of the Licensee/Respondent (ED) (the letter is kept in case file) (**Exbt. -1**).

Hearing on 03/04/2025

The Hearing was held on 03/04/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Rajesh Anand, Complainant.
- (ii) Shri. Arun Srivastava, Asst. Complainant.
- (iii) Shri. Naveen Lall, AE-I, Elect. Dept.
- (iv) Ms. J. Anushiya, JE, Elect. Dept.

Statement of the Complainant

The complainant Shri. Rajesh Anand, S/o Late Braham Anand, R/o Haddo village, Sri Vijaya Puram stated in his complaint letter dated 25.03.2025 that "This is to bring to your kind information that I had applied online for a new domestic connection for my residence with the application No.23816 Dated 09/08/2024. That sir till now I had not been provided the above connection. I humbly request your good self to look into this matter and help me out with it please."

The complainant enclosed photocopies of online application no. 23816 dated 09/08/2024 and its status, which is kept in the case file (**Exbt. -2**).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-I submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/SD-I/HQ/25-4/2025/59 dated 28/03/2025 stated that: -

- 1) "Online application no.23816 dated 09.08.2024 was submitted by Shri. Rajesh Anand in the address mentioned as Shukrana Anand's Building opposite to Hindi Medium School, Haddo and the application was rejected with the remark to submit the latest land record (Form-F) on 11.09.2024.
- 2) Online application was again applied vide application no.23869 dated 12.08.2024 was submitted by Shri. Rajesh Anand in the address mentioned as Shukrana Anand's Building opposite to Hindi Medium School, Haddo. However, the application was kept on hold due to Stay Order no.5977 dated 06.12.2023 (Copy enclosed) which was received at this office on 02.02.2024 vide the Assistant Engineer-I Diary no.308 dated 02.02.2024 issued by the Executive Engineer (Plg.) Municipal Council (F.No. Pbmc-729) 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.
- 3) The applicant applied for enhancement of Power in the existing connection A1/5133 and inspection was carried out and found the connected load is 36874 Watts (copy enclosed). The application was kept and hold due to the above-mentioned Stay Order issued by Municipal Council.



by municipal council and the same stay order was received at the site office on 02/02/2024. The complainant again applied through an online application No.23816 dated 9/08/2024 and application No.23869 dated 12/08/2024 respectively for a new service connection which were kept on hold by the respondent due to stay order issued by municipal council. The complainant requested for enhancement of power in the existing connection vide A/c No. A1/5133 was processed by the respondent and an inspection was carried out to access the present connected load and found it to be 36874 watts. The application was kept on hold due to the above-mentioned stay order issued by municipal council.

However, the Forum observes that the consumer continued using the single-phase connection for the enhanced load, thereby creating both technical and commercial loss to the respondent. The Forum subsequently inspected the site and, considering the circumstances, directed remedial measures to address the improper usage and the load management issue.

The Forum, after a thorough review of the submissions and site conditions, noted the following:

The Forum recognized that the Stay Order had been intended to prevent further issuance of service connections under the current circumstances. Thus, the Forum decided to direct the respondent to enhance the load of the existing connection and provide 3 phase meter and collect the additional security deposit as mentioned in the supply code regulation 2018.

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 enhance the connected load and provide a three-phase meter and collect the additional security deposit after observing all codal formalities as mentioned in supply code regulation 2018.
3. The Complainant is instructed to install Earth Leakage Protective Device (ELPD) in the wiring to prevent any leakage and fire hazards and safety of equipment's in the premises.
4. The Respondent/Licensee (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.



4) Earlier, the applicant had applied for getting electric connection vide his Online application no.19173 dated 12.12.2023 which was processed by the then Junior Engineer and the connection was released on 20.12.2023.

As directed by the Forum the following documents are submitted:

- 1) Online application no. 23816 dated 09.08.2024. -(Enclosure-I)
- 2) Online application no.23869 dated 12.08.2024 - (Enclosure-II)
- 3) Municipal Council Stay Order No. 5977 dated 06.12.2023. -(Enclosure-III)
- 4) Application for enhancement of Power in the existing connection A1/5133.
- 5) Online application no. 19173 dated 12.12.2023 for A/c no. A1/5133

This is for your kind information please.”

The AE-I, Electricity Department enclosed photocopies of letter received from JE(Haddo), online application no. 23816, 23869 & 19173 dated 09/08/2024, 12/08/2024 & 12/12/2023 respectively, Form-F, Aadhaar card, PBMC Stay order no. 5977 dated 06.12.2023 and Present connected load, which is kept in the case file **(Exbt. -3)**.

Submission of the Complainant

The complainant contends that he had diligently followed the prescribed procedures for obtaining a new domestic electricity connection by initially applying online on 09/08/2024. Despite his compliance and subsequent reapplication, he alleges that his request for a proper connection was thwarted by procedural hurdles and administrative oversights, including the insistence on additional documentation and the imposition of a Stay Order by the Municipal Council. He emphasizes that these impediments have deprived him of the necessary service, and he appeals for a swift and just resolution.

Submission of the Respondent (Licensee)

The respondent explains that the entire process was conducted in accordance with established guidelines. Initially, the application submitted by Shri Rajesh Anand on 09/08/2024 was returned with instructions to furnish updated land records. A follow-up application on 12/08/2024 was subsequently put on hold due to an outstanding Stay Order (dated 06/12/2023) issued by the Municipal Council. Additionally, the respondent stated that the online application no.19173 dated 12/12/2023 was processed and the connection was released on 20/12/2023 prior to receipt of the stay order dated 6/12/2023 by the municipal council, which was received at site office on 02/02/2024. Due to stay order further proceeding of all the online application and enhancement of power in the existing connection was kept on hold.

Forum's Observation

The Forum observes that the complainant submitted an online application No. 19173 dated 12/12/2023 which was processed by the respondent and the connection was released on 20/12/2023 vide A/c no. A1/5133, which was prior to the receipt of stay order dated 6/12/2023 issued



5. 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.
6. 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.

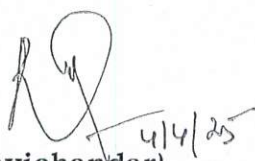
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog 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-I, 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

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