

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. K. Mustafa, R/o Bambooflat, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 20/2025 dated 18/07/2025.
Complaint : New Connection (Commercial)
Date of Hearing : 28/07/2025
Date of Order : 31/07/2025



ORDER

Background

The complainant Shri. K. Mustafa, R/o Bambooflat, Sri Vijaya Puram, filed a complaint vide R.D. No. 1268 dated 18/07/2025 regarding New Service Connection (Commercial).

The complaint was registered as ANI/C.G. No. 20/2025 and forwarded on 21/07/2025 vide letter No. ANI/CGRF/10-407/811 to the Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer(F/Gunj), Electricity Department for submitting reply/comments and attending the Hearing fixed on 28/07/2025 at 11:30 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram with relevant documents to depose before the Forum. Later vide Forum's letter No.ANI/CGRF/10-407/813 dated 22/07/2025 a corrigendum was issued regarding the change of venue at Prothrapur site office, Electricity Department due to renovation work at CGRG hearing Hall. A copy of this letter was also endorsed to the complainant for attending the Hearing on 28/07/2025 at 11.30 a.m.

The AE(F/Gunj), Elect Dept., vide his letter No. EL/AE/FG/3-20/2025-26/724 dated 22/07/2025 with enclosures submitted reply / comments on behalf of the Respondent (ED), which was received by the Forum vide R.D No. 1279 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 at Prothrapur site office, Electricity Department at 11:30 a.m. The following were present: -

- (i) Shri. K. Mohammed Shahid, Auth. Complainant.
- (ii) Shri. K. Moideen Kutty, Asst. Complainant.
- (iii) Shri. P.N. Choudhary, AE(F/Gunj), Elect. Dept.
- (iv) Shri. M. Sunil Kumar, Elect. Dept.

Statement of the Complainant

The complainant Shri. K. Mustafa, R/o Bambooflat, Sri Vijaya Puram stated in his complaint letter dated 18.07.2025 that *"I am writing to formally lodge a complaint regarding the inordinate delay in obtaining a 3-phase electricity connection for my commercial shop located at Bambooflat jetty, South Andaman.*

I had submitted all the required documents along with my application (Application No: 29616) on [Date: 01/05/2025. However, despite the passage of considerable time, the connection has yet to be provided. I have made several follow-up visits and inquiries at the Bambooflat electricity site office, but the matter remains unresolved.

This prolonged delay is severely affecting my business operations, as the majority of my equipment depends on a stable 3-phase power supply. The lack of electricity is causing financial and operational difficulties, which are becoming increasingly unsustainable.

I request the Consumer Grievance Redressal Forum (CGRF) to kindly intervene and direct the concerned authorities to take immediate and necessary action to provide the 3-phase connection without further delay. If there are any outstanding issues from the department's end, I urge you to ensure they are resolved at the earliest.

Thank you for your attention to this matter. I would be grateful if my grievance could be addressed at the earliest."

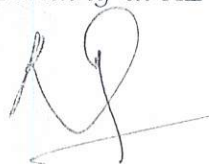
The complainant enclosed photocopies of Online application no. 29616 dated 01/05/2025 and Form-F, which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent

The Assistant Engineer(F/Gunj) submitted para-wise comments on behalf of the Respondent vide letter No. EL/AE/FG/3-20/25-26/724 dated 22/07/2025 stated that: -

"Sir, With reference to the above referred complaint no. below are the submission for favour of kind information and further action.

1. The applicant Shri. K Mustafa, R/o Bambooflat applied for providing the 3 phase Commercial connection at Bambooflat Jetty, Shore Point village vide application No. 29616, dtd. 01.05.2025 in online mode by uploading the Form-F and ID proof (Copy enclosed)
2. The application was forwarded to the JE (B/ Flat) for carrying out inspection and submission of report.
3. The JE (B/Flat) along with the regular AE (F/Gunj) inspected the premises in the presence of applicant's son on 14.05.2025 and found that the premises for which the connection has been applied is already having a single-phase commercial connection (Apollo Pharmacy shop) in the name of Late K. Moideen Kutty vide consumer no. R/ 1315.
4. From the land document submitted it is clear that the property is jointly mutated i.e., in the name of i). Shri K. Abdul Rehman ii) Shri.K Koya iii) Shri. K Hamza, and iv) Shri. K. Mustafa out of 04 joint co-sharer one of the co-sharer Shri. K. Abdul Rehman has raised prior objection vide his letter dated 16.01.2025 for providing new electric connection in the name of Shri K Mustafa without submitting the NOC from the other co-sharers due to the reason of land dispute among the co-sharers (copy of the objection letter enclosed).
5. The JE (B/ Flat) has submitted the inspection report stating that "Inspected the premises and found that the place requested for providing 3 phase commercial connection is already having a 1Ø commercial connection in the name of Shri. K. Moideen Kutty vide consumer no. R/ 1315 in B/Flat Jetty area (Apollo Pharmacy shop). So, it is not feasible to provide new 3Ø commercial connection at the same place in the name of Shri.K Mustafa, until the existing 1 Ø (single phase) commercial connection is disconnected permanently. So submitted for further action please."(copy enclosed).
6. The regular AE (F/Gunj) has proceeded on leave since 17.06.2025 due to which the application is on hold at AE office for rejection and further communication to the applicant.
7. As alleged in the complaint letter that the majority of equipment depends on a stable 3 phase power supply due to which the business operation is affecting is totally false as during inspection no 3 phase equipments were found.
8. In light of the above facts as the applicant's premises is already having a single phase commercial electric connection and the three-phase new electric connection is eligible only if the existing electric connection is disconnected.
9. The other option for converting the existing 1phase to 3 phase was suggested to the applicant by submitting proper NOC from the other co-sharer as the existing 1 single phase commercial connection is in the name of Late K. Moideen (Father of applicant). But the applicant do not show any interest for conversion due to land dispute and rather preferred for new 3 phase connection which has been rejected from the site office and is pending at AE office for rejection due to the ve said reasons."



The AE-III, Electricity Department enclosed photocopies of Online application no. 29616 dated 01/05/2025, Form-F, and which is kept in the case file (**Exbt. -3**).

Submission of the Complainant

Shri K. Mustafa approached the CGRF asserting that his commercial enterprise was suffering due to the delay in securing a 3-phase electricity supply. According to him, the respondent's continued inaction, despite his submission of the application and documents on time, was unjust and affecting his business reputation and operations.

He maintained that the demand for NOCs was unreasonable in light of the fact that he was already utilizing the premises with the existing sanctioned supply, and sought only a technical upgrade, not a new connection. He believed that the delay was being used as an excuse due to internal respondent's issues, including staff absenteeism and communication lapses.

Submission of the Respondent

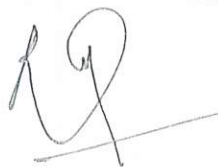
The respondent maintained that it was procedurally bound to address co-ownership and legal succession issues before processing new applications. The premises already had a sanctioned commercial connection, and the applicant neither agreed to convert the existing one nor provided the required NOCs for a new one.

Further, the JE had noted during inspection that no 3-phase load equipment was present at the time, contradicting the applicant's claim of urgent need. The AE's leave added to the processing delay, but the primary issue was the unresolved co-ownership dispute, which, in their view, the applicant was attempting to circumvent by seeking a fresh connection instead of a legal conversion or name transfer.

Forum's Observation

The case pertains to a complaint filed by Shri K. Mustafa, a resident of Bambooflat, South Andaman, regarding the delay in obtaining a 3-phase commercial electricity connection for his shop located at Bambooflat Jetty. The premises currently have an existing single-phase commercial connection in the name of the complainant's deceased father, Late K. Moideen Kutty.

The complainant had submitted an online application (No. 29616 dated 01.05.2025) along with all necessary documents including Form-F and identity proof. The application was forwarded to the Junior Engineer (JE), Bambooflat, for inspection. During the site inspection, it was found that the premises already had a 1-phase connection (Consumer No. R/1315) running in the name of Late K. Moideen Kutty. The premises are jointly owned by four legal heirs, and one of the co-owners, Shri K. Abdul Rehman, had submitted a



written objection against issuing a new connection without the consent of other co-sharers.

Based on this objection and considering that no 3-phase equipment was seen during inspection, the respondent held the application. The AE office further delayed action due to the regular AE being on leave.

Shri K. Mustafa, the complainant, lodged a formal complaint with the Consumer Grievance Redressal Forum stating that he had applied for a 3-phase commercial electricity connection for his shop at Bambooflat Jetty on 01.05.2025 via online application No. 29616. Despite the timely submission of all required documents and repeated follow-ups at the electricity site office, no progress was made on his application.

He claimed that the delay in power connection was severely affecting his business operations, which are heavily dependent on a stable 3-phase power supply. As a result, he faced operational and financial difficulties. The complainant sought the intervention of the CGRF to expedite the connection process or resolve any departmental issues causing the delay.

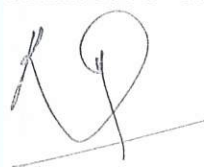
The respondent, in its official response, clarified that Shri K. Mustafa had indeed applied for a 3-phase commercial connection on 01.05.2025. The application was inspected by the JE, Bambooflat, and the regular AE, Ferrargunj, on 14.05.2025. The inspection revealed that the same premises already had a single-phase commercial connection (Apollo Pharmacy) in the name of Late K. Moideen Kutty (Consumer No. R/1315).

The land ownership documents indicated that the property was jointly held by four legal heirs, and one of them, Shri K. Abdul Rehman, had raised an objection via a letter dated 16.01.2025, opposing any new connection without No Objection Certificates (NOCs) from other co-owners.

The JE recommended rejection of the new connection unless the existing single-phase connection was disconnected. Additionally, the respondent stated that the complainant had been advised to convert the existing 1-phase to a 3-phase supply by submitting proper NOCs, which he failed to do due to ongoing land disputes.

The Consumer Grievance Redressal Forum (CGRF) observed that the applicant, Shri K. Mustafa, had applied for a 3-phase connection in a premises that already holds an active single-phase commercial electricity connection in the name of his deceased father. The application was stalled due to the objection raised by one of the legal heirs, and the ongoing family dispute regarding land ownership.

The forum acknowledged the respondent's concern regarding the absence of a No Objection Certificate from all legal heirs, which is a prerequisite when the property is jointly held. However, the forum also took into account the possibility that the connected electrical load may have



increased, making a 3-phase supply necessary for technical and safety reasons.

Therefore, the forum emphasized the need to balance both procedural requirements and public safety considerations, especially if the actual connected load exceeds permissible limits for single-phase connections. Forum directs the complainant to approach the respondent after obtaining proper land records for a new service connection. Considering the request of the complainant for a separate connection the respondent can explore the possibility of enhancement of the existing connection vide consumer no R/1315 from single phase to three phase connection after accessing the present connected load considering the technical issues and commercially benefits to the respondent. Since the connection was issued in the name of Shri. K. Moideen Kutty (Late), father of the complainant and the same establishment was run by the complainant long back and considering the above facts the existing connection may be upgraded to three phase after proper assessment of the connected load and the enhanced security deposit shall be collected from any one of the legal heirs who are currently using the existing connection. Mean time the existing connection issued in the name of Shri. Moideen Kutty (Late) may be transferred to the legal heirs after collecting proper documents from the complainant.

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 Respondent/Complainant.
2. The Forum directs the complainant to approach the respondent after obtaining proper land records or NOC from the co-owners for a separate new service connection.
3. The Forum directs the respondent to explore the possibility of enhancement of the existing service connection vide consumer no. R/1315 from single phase to three phase after accessing the present connected load considering the technical issues and commercial benefits to the respondent. Enhanced security deposit shall be collected from any one of the legal heirs who are currently using the existing service connection.
4. The Forum directs the respondent to transfer the existing connection issued in the name of Shri. Moideen Kutty (Late) to the legal heirs after collecting proper documents from the complainant.

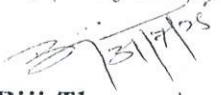


5. The Forum advised to the complainant to install an Earth Leakage Protective Device (ELPD) to meet safety standards and detect earth leakages.
6. The Respondent is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
7. As 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.

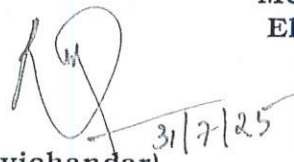
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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