

**ELECTRICITY CGRF**  
(Under The Electricity Act, 2003)  
**ANDAMAN & NICOBAR ISLANDS**  
**PORT BLAIR**  
\*\*\*\*\*

**Before:**

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

**In the matter of:**

Shri. Dipak Mondal, R/o Junglighat, Port Blair, South Andaman.

.....Complainant

**Versus**

The Electricity Department, A & N Administration, Port Blair.

.....Respondent

**Complaint No.** : ANI/CGRF/342/24-25/19 dated 26/08/2024.  
**Complaint** : Reconnection bearing Consumer No. B/2287(Commercial)  
**Date of Hearing** : 04/09/2024  
**Date of Order** : 05/09/2024

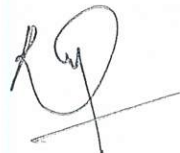
**ORDER**

**Background**

The complainant Shri. Dipak Mondal, R/o Junglighat, Port Blair, South Andaman, filed a complaint vide R.D. No. 717 dated 26/08/2024 regarding resume of electricity supply of energy meter A/C No. B/2287 (Commercial).

The complaint was registered as Case No. 342 and forwarded on 26/08/2024 vide letter No. ANI/CGRF/10-342/451 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department for submitting reply/comments and for attending the Hearing fixed on 04/09/2024 at 10:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Port Blair with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 04/09/2024 at 10.30 a.m.

The Assistant Engineer (W/Shop), Nodal Officer (CGRF), Electricity Department vide his letter No. EL/AE(W/Shop)/2-16/23-24/517 dated 31/08/2024 submitted reply/comments on behalf of the Licensee/Respondent (ED), which was received by the Forum vide R.D No. 730 dated 03/09/2024 (the letter is kept in case file) (**Exbt. -1**).



### **Hearing on 04/09/2024**

The Hearing was held on 04/09/2024 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Dipak Mondal, Complainant.
- (ii) Shri. Thakur Mondal, Asst. Complainant.
- (iii) Shri. Naveen Lall, AE-I(HQ), Elect. Dept.
- (iv) Shri. Anuj Kishen, JE, Elect. Dept.

### **Statement of the Complainant**

The complainant Shri. Dipak Mondal, R/o Junglighat, Port Blair, South Andaman stated in his complaint letter dated 26.08.2024 that "my Electric Connection bearing A/c No. B/3398 was disconnected due to safety reason due to fire accident occurred near Doori Lall Sawmill area on 31.01.2023.

*Recently I have restarted my business in the said shop and requested the department to resume the electricity supply vide letter dated 28.06.2024. However, till date no electricity connection was provided.*

*It is kindly requested for necessary action please."*

The complainants enclosed photocopies of electric bill, payment receipt and Aadhaar card as ID proof, which is kept in the case file **(Exbt. -2)**.

### **Reply of the Respondent/Licensee (ED)**

The Assistant Engineer(W/Shop) submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE(W/Shop)/2-16/23-24/517 dated 31/08/2024 forwarded the letter of AE-I(HQ) vide his letter No. EL/AE/SD-I/HQ/25-3/2024/468 dated /08/2024 stated that:

*"1) The applicant Shri Dipak Mondal, R/o Junglighat is the consumer of this department vide Energy meter bearing A/C No. B/2287.*

*2) As per the record of Prem Nagar site office fire accident occurred near Doori Lall Sawmill on 31.01.2023.*

*3) For safety purpose the concerned site office disconnected the power supply from Pole.*

*4) Application dated 28.06.2024 received from Shri Dipak Mondal consumer of A/C No. B/2287 for restoration of power supply for his shop as he has completed the wiring, earthing of his shop.*

*5) The application was marked to the Junior Engineer(P/Nagar) site office on 28.06.2024 with following remarks.*

*a) Clear all the dues of A/C No. B/2287.*

*b) Date of Fire accident.*

- c) Present status of A/C No. B/2287
  - d) Submit the report of wiring and earthing.
  - e) Present connected load.
  - f) Issue NCF for updating the connected load.
  - g) Submit whether is settled possession.
  - h) Submit the S.D details.
  - i) Submit Ledger sheet/latest electric bill.
  - j) Any other report or details.
  - k) Existing file of A/C No. B/2287.
- 6) The Junior Engineer(P/Nagar) site office submitted the reply detailed as below: -
- a) All the dues cleared up to 05/2024 Rs. 25/- vide R.No. 002-491363 dated 03.07.2024.
  - b) Fire accident on 31.01.2023.
  - c) Under disconnected present status - 03 A/C No. B/2287
  - d) Wiring and earthing is Ok.
  - e) The connected load is 04 KVA.
  - f) NCF issued.
  - g) SD Rs. 600/- vide Passbook No. 24285 dated 18.12.1998.
  - h) Ledger sheet and electric bill enclosed.
  - i) Presently the shop was running in without electricity supply. Fire occurred on 31.01.2023 behind the shop. Electric supply was disconnected.
  - j) Existing file enclosed.
- 7) The application was resent on 23.08.2024 to the Junior Engineer (P/ Nagar) site office for submitting the details whether estimate to be prepared for providing electric connection to the consumer.
- 8) The Junior Engineer (P/ Nagar) site office submitted the report that estimate to be prepared for providing reconnection to the consumer.
- 9) As per records the electric connection was provided to Shri Dipak Mondal Vide A/C No. B/2287 on 12/1998 is in the land of Shri Doori Lall bearing Survey No. 110/2 at Junglighat on the basis of No Objection Certificate submitted by the owner of the land Shri Doori Lall.
- 10) The application is under process please.
- 11) As directed by the Forum the following documents are submitted for consumer bearing A/C No. B/2287 (Single Phase Commercial) of Shri Dipak Mondal.
- a) Existing file of A/C No. B/2287 (Enclosed 15 Pages)
  - b) Application dated 28.06.2024 of Shri Dipak Mondal restoration of power supply A/C No. B/2287 (Enclosed 7 Page)."

The AE(W/shop) submitted photocopies of the complainant's application, complainant's Aadhaar card, consumer ledger, meter reading copy, owner's NOC and complainant's old electricity records, which is kept in the case file **(Exbt. -3)**.



### **Submission of the Complainant**

The complainant stated that they had approached the electricity department for the reconnection of their power supply in June 2024. Despite their request, the reconnection was delayed by the department.

The complainant further stated that a fire accident occurred in the nearby shops on 31.01.2023. However, the fire did not affect their shop. Despite this, the electricity supply to their shop was disconnected temporarily as a safety precaution. The complainant further mentioned that they had cleared all outstanding arrears by 03.07.2024.

### **Submission of the Respondent (Licensee)**

The Respondent acknowledged that the fire accident occurred in the nearby shops, leading to the temporary disconnection of the electricity supply for safety reasons. The respondent confirmed that the earthing and wiring in the complainant's shop were found to be in good condition during the inspection. Additionally, the respondent noted that meters were available in the shops. The respondent also agreed to reconnect the electricity supply by 09.09.2024, provided the complainant remits the difference in the Security Deposit (SD).

### **Forum's Observation**

The complainant stated that a fire accident occurred in the nearby shops on 31.01.2023. However, the fire did not affect their shop. Despite this, the electricity supply to their shop was disconnected temporarily as a safety precaution. The complainant further mentioned that they had cleared all outstanding arrears by 03.07.2024.

The Assistant Engineer-I (AE-I) from the Electricity Department stated that the reconnection was delayed due to the complainant's delay in submitting the required fire certificate from the fire department. This document was necessary for ensuring the safety and compliance before reconnection.

The respondent acknowledged that the fire accident occurred in the nearby shops, leading to the temporary disconnection of the electricity supply for safety reasons. The respondent confirmed that the earthing and wiring in the complainant's shop were found to be in good condition during the inspection. Additionally, the respondent noted that meters were available in the shops. The respondent also agreed to reconnect the electricity supply by 09.09.2024, provided the complainant remits the difference in the Security Deposit (SD).



The forum on inspection of the site dated 04/09/2024 observed that the complainant's shop was not directly affected by the fire, but the supply was disconnected as a safety measure. It was further observed that the complainant had cleared all outstanding arrears by 03.07.2024. The inspection report confirmed that the earthing and wiring in the shop were satisfactory, and the meters were in place. The respondent's agreed during hearing to provide reconnection on or before 09.09.2024 upon payment of the difference in SD, and the same was accepted by the complainant.

The Independent Member of the Forum further observed that the delay in providing reconnection constitutes a clear violation of the Joint Electricity Regulatory Commission (JERC) Regulations, such delay from the part of the Department will not be acceptable in future case.

The Forum also observed that the directions given by the Honorable Ombudsman in the case of M/s. Munjoh Resorts Pvt. Ltd vs Electricity Department and the orders from this Forum also not complied by the department for conducting training program at each subdivision/ division level so that all the concern officer/officials dealing the release of connection are well trained to serve the consumer in a professional way.

**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 Respondent/Licensee (ED) is directed to reconnect the electricity supply bearing Consumer No. B/2287(Commercial) to the complainant's shop immediately after observing all codal formalities.
2. The consumer is directed to remit the demand raised by the department in difference of Security Deposit (SD) due to enhancement of connected load from 1 KVA to 4 KVA immediately.
3. The complainant is instructed to install Earth Leakage Protective Device (ELPD) in the wiring to prevent further any leakage and fire hazards and safety of equipment's in the premises.
4. The Respondent/Licensee (ED) should provide proper training programme to at each subdivision/ division level so that all the concerned officer/officials dealing the release of connection are well trained to serve the consumer in a professional way.



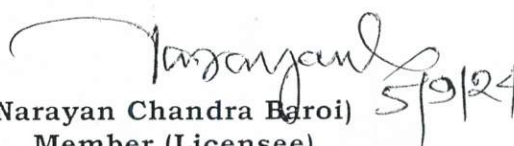
5. The Respondent/Licensee (ED) is directed to follow the directions of **JERC Regulation No. 23/2018 (ESC) and No. 19/20/2015-JERC/1680 dated 27/05/2024 (SOP for Distribution Licensees)** for providing **re-connection** as per norms/guidelines.
6. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 26/2019 under Clause 27(1). **Further, Sl. No. 1 to 5 of the above said directions should implement and submit compliance report with supporting documents, if any under intimation to the consumers.**
7. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, 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**, 3<sup>rd</sup> 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(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  
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