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

Smti. T. Santamma, W/o Shri. T. Rama Rao, R/o Junglighat, Sri Vijaya Puram, South Andaman.

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

Complaint No. : ANI/C.G. No. 55/2025 dated 29/01/2025.
Complaint : New Connection (Domestic)
Date of Hearing : 04/02/2025
Date of Order : 06/02/2025



The complainant Smti. T. Santamma, W/o Shri. T. Rama Rao, R/o Junglighat, Sri Vijaya Puram, South Andaman, filed a complaint vide R.D. No. 965 dated 29/01/2025 regarding New Connection (Domestic) or reconnection bearing Consumer No. F/4696.

The complaint was registered as ANI/C.G. No. 55/2025 and forwarded on 29/01/2025 vide letter No. ANI/CGRF/10-378/615 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-II, Electricity Department for submitting reply/comments and attending the Hearing fixed on 04/02/2025 at 11:30 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 04/02/2025 at 11.30 a.m.

The Assistant Engineer-II (HQ), Electricity Department vide his letter No.EL/AE/SD-II/1-29/2024-25/741 dated 01/02/2025 submitted reply/ comments on behalf of the Licensee/Respondent (ED) (the letter is kept in case file) **(Exbt. -1)**.

Handwritten signature: *[Signature]*

Hearing on 04/02/2025

The Hearing was held on 04/02/2025 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Smti. T. Santamma, Complainant.
- (ii) Shri. Deepak Mondal, AE-II, Elect. Dept.
- (iii) Shri. Suresh Kumar, NO, Elect. Dept.
- (iv) Shri. Rakesh Singh, JE, Elect. Dept.

Statement of the Complainant

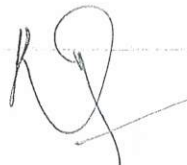
The complainant Smti. T. Santamma, W/o Shri. T. Rama Rao, R/o Junglighat, Sri Vijaya Puram, South Andaman stated in her complaint letter dated 29.01.2025 that *"Sir I, the undersigned applicant, wish to bring to your kind attention that the electricity connection bearing Consumer No. F/4696 (Domestic) in my husband's name was disconnected by the Electricity Department due to non-payment of dues.*

Sir, I had temporarily moved to the mainland (Visakhapatnam) due to domestic issues, and upon my return to Sri Vijaya Puram, I found that the electricity connection to my residence had been disconnected. I visited the Site office and cleared all pending dues on 31.12.2024 (Payment Receipt Enclosed). I then requested the officials to reconnect my electricity supply, but they directed me to apply for a new connection.

Subsequently, I applied for a new electricity connection online bearing Application No. 26921, dated 04.01.2025 and visited the Office of the AE-II (HQ), Electricity Department on the same day with representation alongwith necessary documents. However, my representation dated 04.01.2025 was not accepted in person. As a result, I submitted the same through speed post vide Acknowledgment No. EWO74422023IN, dated 04.01.2025 (Copy Enclosed).

Despite my efforts, I have not received any response from the department even after more than 20 days. I, therefore, humbly approach this esteemed Forum to kindly look into the matter and ensure that electricity supply is provided to my premises at the earliest.

Further sir, in the absence of electricity, I have been facing severe hardships and have been relying on a temporary power supply provided by my kind neighbor on humanitarian grounds, primarily during night hours. I am grateful for their assistance and am ready to pay any charges or bills raised by the department for the interim period until my connection is restored or provided. Sir, earlier electric connection bearing Consumer No. F/4696 was provided in my husband's name, T. Rama Rao. However, due to separation, we have not been living together for the past 15 years. He has since relocated to the mainland,



remarried, and is now permanently residing there. I, along with four members residing and in 'settled possession' of the premises on the encroached land, without electricity, it has become increasingly difficult for us to manage our daily lives. Furthermore, as per JERC Regulation No. 23/2018 (Electricity Supply Code) or providing new connection under Clause 5.29(7), I am enclosing my 'Aadhaar Card' as proof of identity and under Clause 5.30(8), I am submitting an 'Indemnity Bond' as I am unable to provide a No Objection Certificate from the landowner.

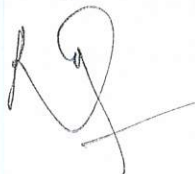
Under these circumstances, I kindly request this Forum to issue a direction to provide new electricity connection (Domestic) or reconnection based on the documents provided."

The complainant enclosed photocopies of letter to the AE-II, Elect. Dept., online application no. 26921 dated 04/01/2025, Payment receipt, Deed of Indemnity dated 29/01/2025, Affidavit and Aadhaar card as ID proof, which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-II submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/SD-II/1-29/2024-25/741 dated 01/02/2025 stated that: -

1. The domestic electric connection under Consumer A/c No. F1/4696 was provided in the name Shri T. Rama Rao.
2. The Consumer Shri T Rama Rao was not paid the energy charge w.e.f December 2023.
3. The department issued the notice to the consumer dated on 08.10.2024 by giving the time of one month to clear the outstanding dues of A/c No. F1/4696.
4. The Meter reader of the concerned site office was Contacted to Shri T. Rama Rao over phone to clear the above dues, but Shri T. Rama Rao denied to clear the dues and said that the above electric connection may dismantled after the time given to him.
5. But the consumer had failed to clear the outstanding dues within the time given to him. Hence the Consumer AC No.: - F1/4696 was dismantled in the software of WBBS as the applicable rules.
6. Further Smti. T. Santamma had applied online vide Application No. 26291 dated. 04.01.2025 for obtaining electric connection without submitting any documents.
7. Hence on scrutiny it is found that the she had not submitted the supporting documents and her application was rejected on 06.01.2025 with remark to submit the fresh application along with the required documents as per the JERC Regulations.



8. Smti. T. Santamma had not submitted the fresh application along with the land records and identity proof till date.”

The AE-II, Electricity Department enclosed photocopies of application status, Notice to Shri. T. Rama Rao, which is kept in the case file **(Exbt.-3)**.

Submission of the Complainant

Smti. T. Santamma, the complainant, expressed her distress over the prolonged delay in restoring electricity to her residence. She explained that she had been unaware of the pending electricity dues while she was away in Visakhapatnam. Upon returning, she promptly cleared all outstanding bills on 31-12-2024, assuming that her connection would be restored. However, instead of a reconnection, she was asked to apply for a new connection.

She complied with this directive and submitted an online application on 04-01-2025. She also physically visited the concerned office with a formal representation and necessary documents, but her representation was not accepted in person. To ensure her request was acknowledged, she sent it via speed post. Despite these efforts, there was no response from the department, forcing her to seek redressal through the Forum.

The complainant argued that since her security deposit was still with the department and the connection agreement had not been terminated, she was entitled to reconnection rather than a new connection. She also highlighted the hardships her family was enduring due to the lack of electricity and requested the Forum's intervention. She also stated that even after separation from her husband Shri. T. Rama Rao for the last fifteen years the connection issued in the name of my husband was enjoyed by me and my family members and payments were made regularly without any dues until I left for mainland.

Submission of the Respondent (Licensee)

The Electricity Department, in its defense, maintained that the original electricity connection was in the name of Shri T. Rama Rao, who had stopped paying the bills from December 2023. Despite receiving a formal disconnection notice, he refused to clear the dues and instead agreed to have the connection dismantled. Consequently, the department followed standard procedures and removed the connection from its system.

When Smti. T. Santamma applied for a new connection, her application was rejected due to missing documents. She was informed that she needed to submit a fresh application along with supporting land records and identity proof. However, as of the date of the respondent's statement, she had not submitted these required documents. The department stated that it was



merely following JERC regulations and could not proceed with her request without complete documentation.

Despite the complainant's request for reconnection, the department argued that the earlier connection had been formally dismantled, necessitating a fresh application process.

Forum's Observation

The case concerns a dispute regarding the disconnection and subsequent reconnection of an electricity supply. The complainant, Smti. T. Santamma, had an electricity connection in the name of her husband, Shri T. Rama Rao, which was disconnected due to non-payment of dues. Despite settling all outstanding dues on 31-12-2024, she was directed to apply for a new connection instead of receiving a reconnection. Subsequently, she applied online for a new electricity connection, but her application was rejected for not submitting the required documents. After several attempts to communicate with the Electricity Department, she approached the Consumer Forum for relief. The forum reviewed both parties' submissions, conducted a site inspection, and issued a directive for reconnection.

Smti. T. Santamma, the complainant, stated that the electricity connection under Consumer No. F1/4696 was registered in the name of her husband, Shri T. Rama Rao. Due to personal reasons, she had temporarily relocated to Visakhapatnam. Upon returning to her residence in Sri Vijaya Puram, she discovered that the electricity connection had been disconnected due to non-payment of dues. She cleared all outstanding charges on 31-12-2024 and requested the department to restore her connection. However, instead of reconnecting the supply, the department directed her to apply for a new connection.

Following the department's advice, she submitted an online application for a new electricity connection (Application No. 26921, dated 04-01-2025) and visited the concerned office with a written representation and supporting documents. However, her representation was not accepted in person, compelling her to submit it via speed post on the same day. Despite waiting for over 20 days, she received no response.

The complainant emphasized that she and her family were facing severe hardships in the absence of electricity. Given that she was in settled possession of the premises and had submitted the necessary proof of identity and an indemnity bond as per JERC regulations, she requested the Forum's intervention to direct the department to reconnect the supply or provide a new connection.



The Electricity Department, represented by the respondent, clarified that the domestic electricity connection under Consumer No. F1/4696 was in the name of Shri T. Rama Rao. The consumer had not paid the electricity charges since December 2023.

On 08-10-2024, the department issued a notice granting one month for the payment of outstanding dues. The site office attempted to contact Shri T. Rama Rao over the phone to remind him of the pending dues, but he refused to make the payment and instead stated that the connection could be dismantled after the notice period. As the dues remained unpaid, the department proceeded with dismantling the connection in its system as per the applicable regulations.

Smti. T. Santamma subsequently applied online for a new connection (Application No. 26921, dated 04-01-2025). However, her application was rejected on 06-01-2025 due to the absence of required documents. She was advised to submit a fresh application with supporting land records and identity proof, but she had not done so until the date of the respondent's submission.

The Forum observed that the complainant's previous electricity connection was registered in her husband's name, and it was disconnected due to non-payment of bills. The complainant cleared all outstanding dues on 31-12-2024, which meant that the financial liability causing the disconnection had been addressed. The security deposit associated with the previous connection remained with the department, and no formal termination of the agreement had been initiated by the department. According to standard procedures, if the security deposit remains intact and the agreement is still active, reconnection should be considered before requiring the applicant to apply for a new connection. The complainant had been living at the premises for over 15 years and was in settled possession, as confirmed during the site inspection conducted by the Forum. Given these circumstances, the Forum found that the complainant was eligible for reconnection rather than being forced to apply for a new service connection. The department had not provided a valid justification for requiring the complainant to apply for a new service connection when reconnection was a viable option. The Forum concluded that reconnection should be granted while ensuring compliance with all codal formalities.

The Forum directs the Electricity Department to restore the complainant's electricity connection under Consumer No. F1/4696. Reconnection shall be provided within seven days from the date of this order. The department shall ensure all necessary codal formalities are completed before reconnection. Any additional charges applicable due to reconnection shall be communicated to the complainant in writing. The complainant shall be liable to pay all the future bills promptly on time to avoid any



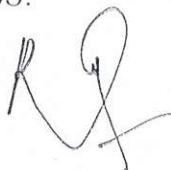
disconnection. Any delay in reconnection beyond the stipulated time shall be reported to the Forum along with valid reasons.

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/Licensee (ED).
2. The Forum directs the Electricity Department to restore the complainant's electricity connection under Consumer No. F1/4696. Reconnection shall be provided within seven days from the date of this order till eviction by the concerned Competent Authority.
3. The department shall ensure all necessary codal formalities are completed before reconnection. Any additional charges applicable due to reconnection shall be communicated to the complainant in writing.
4. The complainant shall be liable to pay all future payments promptly on time to avoid disconnection.
5. The Complainant is advised 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.
6. Further, it is clear that providing reconnection 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. 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.
8. 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.



9. 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-II (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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