

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. N. Surendran, R/o Haddo, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 48/2024 dated 17/12/2024.
Complaint : Providing New Connection (Domestic-3 phase)
Date of Hearing : 31/01/2025
Date of Order : 06/02/2025

ORDER

Background

The complainant Shri. N. Surendran, R/o Haddo, Sri Vijaya Puram, South Andaman, filed a complaint vide R.D. No. 919 dated 17/12/2024 regarding new electricity connection (Domestic-3 phase).

The complaint was registered as ANI/C.G. No. 48/2024 and forwarded on 17/12/2024 vide letter No. ANI/CGRF/10-371/579 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 23/12/2024 at 11:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Sri 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 23/12/2024 at 11.30 a.m.

The Interim order was issued by the Forum on 24/12/2024. The Forum decided to conduct a final hearing on 31/01/2025 at 10:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Sri 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 31/01/2025 at 10.30 a.m.



The Assistant Engineer-I (HQ) submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/SD-I/HQ/28-16/2025/1011 & 1018 dated 23/01/2025 & 27/01/2025 respectively through AE(W/Shop), Nodal Officer, CGRF, which was received by this forum on 24/01/2025 & 27/01/2025 respectively. **(Exbt. -1).**

Hearing on 31/01/2025

The Hearing was held on 31/01/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. N. Surendran, Complainant.
- (ii) Shri. Naveen Lall, AE-I, Elect. Dept.
- (iii) Ms J. Anushiya, JE (Haddo), Elect. Dept.

Statement of the Respondent

The Assistant Engineer-I (HQ) submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/SD-I/HQ/28-16/2025/1011 dated 23/01/2025 stated that: -

a) *"The applicant Shri N. Surendran applied for Three Nos. Commercial electric connection vide application No. 24639, 24642 and 24643 dated 18.09.2024 - (Enclosure-I)*

b) *The undersigned submitted the inspection report and found that the connected load as follows*

- 1) *Application no. 24639 dated 18.09.2024 - 18076 W*
 - 2) *Application No. 24642 dated 18.09.2024 - 19430 W*
 - 3) *Application No. 24643 dated 18.09.2024 - 19430 W*
- Total Connected load - 56936 W*

As the Commercial connected load was above 50 KW, The Assistant Engineer- I issued letter to the applicant requesting to obtain necessary clearance/ compliance certificate w.r.t ECBC code & rules 2019 incorporated in Amended PBMC Bye Laws vide Gazette Notification dated 11.02.2021 vide letter no. EL/AE/SD-I/HQ/27-8/2024/619 dated 07.10.2024 -(Enclosure-II).

c) *The applicant Shri. N. Surendran submitted his representation address to the Superintending Engineer, Electricity Department dated 05.11.2024- (Enclosure-III) stating:*

1) *Providing of electric connection vide my online application no. 24639 dated 18.09.2024 (Commercial Three Phase) and application no. 25536 dated 05.11.2024 (Domestic Three Phase- Enclosure-IV).*

2) *Cancellation of Online application no. 24642 and 24643 dated 18.09.2024 (Commercial Three Phase).*

3) Cancellation of Assistant Engineer letter no. EL/AE/SD-I/HQ/27-8/2024/619 dated 07.10.2024 for ECBC Code.

Accordingly, a detailed report was submitted for appraisal of the Superintending Engineer vide e-file no. 98576 and the Superintending engineer requested to clarify the revised plan approval and in response the applicant submitted his reply vide dated 02.12.2024- (Enclosure-V). Again the e-file was sent to the Executive Engineer, (HQ) along with the reply submitted by the complainant and the Executive Engineer directed to ask the applicant to submit all the documents obtained from PBMC.

The applicant has submitted only his building plan approval 10-2669/BID/BO/MC/206 dated 06.04.2018.- (Enclosure-VI), The e-file was again sent to the Executive Engineer,(HQ) and the Executive Engineer directed the Assistant Engineer to inspect and submit the report regarding the connected load.

As per the direction of the Executive Engineer, (HQ) a joint inspection was carried out on 22.01.2025 along with (i) The Assistant Engineer-1,(ii) The undersigned along with the staffs of Haddo site office, (iii) The applicant. The details of connected load is as follows:

Application No. 24639 dt. 08/09/2024(Commercial 3 phase Connection)
Electrical Equipments proposed to be put to use:-

S. No.	Description	No. of Points	Wattage	Total wattage
1.	Air Conditioner (1 Ton)	8	1500	12000
2.	Exhaust Fan	10	4	400
3.	Fan	22	60	1320
4.	Geyser	8	1500	12000
5.	LED Light	28	9	252
6.	LED Light	24	12	288
7.	LED Light	16	20	320
8.	Spare Plug point (5 Amps)	68	100	6800
9.	Spare Plug point (15 Amps)	4	1000	4000
Total connected load in Watt/KVA				37380 W/ 47 KVA

Application No. 25536 dt. 05/11/2024 (Domestic 3 phase Connection)

Electrical Equipments proposed to be put to use:-

S. No.		No. of Points	Wattage	Total wattage
1.	Air Conditioner (1 Ton)	4	1500	6000
2.	Fan	5	60	300
3.	Geyser	2	1500	3000
4.	LED Light	8	9	72
5.	LED Light	17	12	204

6.	LED Light	15	20	300
7.	Spare Plug point (5 Amps)	32	100	3200
8.	Spare Plug point (15 Amps)	5	1000	5000
Total connected load in Watt/KVA				18076 W/23 KVA

The file is sent for appraisal of the Superintending Engineer, Electricity Department after clarifying the details of connected load as seeked by the EE(HQ), Electricity Department."

In continuation to the above, the Assistant Engineer-I (HQ) submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/SD-I/HQ/25-4/2025/1018 dated 27/01/2025 stating that: -

"In continuation to this office letter no. EL/AE/SD-I/HQ/28-16/2025/1011 dated 23.01.2025 (enclosed) it is submitted that for providing electric connection to Shri. N. Surendran e-file no. 98576 dated 18.11.2024 was sent to Superintending Engineer for her information and appraisal. Further, it is inform that Shri. N. Surendran applied for 3 Nos. Commercial electric connection for the connected load of 56936 W which came under ECBC code & rules 2019 incorporated in Amended PBMC Bye Laws vide Gazette Notification dated 11.02.2021.

In continuation to this office letter no. EL/AE/SD-I/HQ/28-16/2025/1011 dated 23.01.2025 it is further informed that the application is under consideration and few observation was pointed out by the Superintending Engineer and the Executive Engineer (HQ), Electricity Department. A joint inspection of the connected load was carried out on 22.01.2025 at 09:30 am and e-file was sent to the Executive Engineer, (HQ) again on 23.01.2025. This is for your kind information please."

The Respondent enclosed photocopies of letter submitted by JE(Haddo), online application form bearing No. 24639 dated 18/09/2024, Form-F, Aadhaar card, online application form bearing No. 24642 dated 18/09/2024, online application form bearing No. 24643 dated 18/09/2024, Affidavit dated 19/07/2024, letter issued to Shri. N. Surendran, online application form bearing No. 25536 dated 05/11/2024, letter to SE, Electricity, which is kept in the case file (Exbt. -2).

Submission of the Complainant

Shri N. Surendran, the complainant, faced significant delays in obtaining his commercial and residential electric connections due to procedural and administrative issues. Although he complied with all formalities and revised his application as required, the extended verification process caused inconvenience. He approached the forum to seek a resolution, emphasizing the need for a more efficient process for handling similar cases.

Submission of the Respondent (Licensee)

The respondents clarified that the delay was due to the initial high load application, which required compliance with ECBC regulations. After the complainant revised his request, necessary inspections and document verifications were conducted. The final approval was granted after due process, and the department committed to releasing the remaining commercial connection upon the payment of necessary charges. They assured the forum of their commitment to improving efficiency in processing such applications in the future.

Forum's Observation

Shri N. Surendran, the complainant, applied for three commercial electric connections with a total connected load of 56,936 W on 18.09.2024. Since the load exceeded 50 kW, the Electricity Department directed him to obtain compliance with the Energy Conservation Building Code (ECBC) as per PBMC Byelaws. The complainant later submitted a revised request, canceling two commercial applications and requesting one commercial and one residential connection. However, the approval process faced delays due to various administrative and technical verifications. The case was brought before the forum for resolution.

The complainant, Shri N. Surendran, expressed dissatisfaction over the delay in obtaining his electric connections. Initially, he had applied for three commercial connections but later revised his request, canceling two applications and retaining one commercial and one residential connection. Despite submitting all necessary documents and complying with the requirements, he faced prolonged delays in the approval process. He approached the forum, seeking intervention to expedite the release of the connections.

The respondents, comprising the Assistant Engineer and Junior Engineer from the Electricity Department, explained that the initial commercial load applied by the complainant exceeded 50 kW, necessitating compliance with ECBC regulations. The department requested the complainant to submit relevant approvals. Upon receiving the revised request, inspections were conducted, and the necessary verifications were completed. The case was escalated to the higher authorities for clearance. Eventually, the ECBC clearance was granted, and the residential connection was issued, with a commitment to release the commercial connection upon payment of security deposit and charges.

The Forum observed that the complainant had initially applied for three commercial electric connections with a total load exceeding 50 kW, requiring ECBC compliance. The complainant later revised his request, canceling two



applications and submitting a new request for one commercial and one residential connection. The Electricity Department sought clarifications regarding the revised load details and required the complainant to submit necessary approvals. A joint inspection was conducted on 22.01.2025 to verify the connected load details. The e-file was processed multiple times between different officials, causing delays in decision-making. The ECBC clearance was eventually granted on 28.01.2025, as the revised commercial load was found to be below 50 kW. The residential connection was released on 30.01.2025. The department committed to releasing the commercial connection by 10.02.2025, subject to payment of charges. The complainant expressed satisfaction with the final resolution. The forum observed that while procedural compliance was necessary, administrative delays could have been minimized.

The Forum directs that the Electricity Department should ensure timely verification of applications to avoid unnecessary delays. Clear guidelines should be provided to applicants regarding ECBC compliance at the initial stage. Applicants should be informed promptly about any additional documents required to prevent prolonged back-and-forth submissions. A standard timeline should be maintained for processing electric connection requests. Joint inspections should be scheduled at the earliest to avoid delays in approvals. Periodic reviews of pending applications should be conducted to ensure prompt resolution of consumer grievances.

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 Forum hereby issuing a final order with specific directions to the Respondent/Licensee (ED).
2. The Respondent is directed to process the application and provide the three-phase commercial connection immediately after observing all codal formalities.
3. The Forum directs that the Electricity Department should ensure timely verification of applications to avoid unnecessary delays. Clear guidelines should be provided to applicants regarding ECBC compliance at the initial stage.



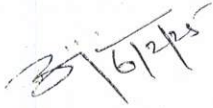
4. Applicants should be informed promptly about any additional documents required to prevent prolonged back-and-forth submissions. A standard timeline should be maintained for processing electric connection requests.
5. Joint inspections should be scheduled at the earliest to avoid delays in approvals. Periodic reviews of pending applications should be conducted to ensure prompt resolution of consumer grievances.
6. The respondent is directed to provide suitable guidance to the complainant for the installation of solar roof top in the same premises, since he has shown keen interest during the hearing.
7. The Department must adhere to comply the release of new service connection strictly as per the JERC supply code regulations 2018 and timelines prescribed in the standard of performance regulations 2024.
8. 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.
9. The Respondent/Licensee (ED) is directed to comply the **JERC Regulation No. 23/2018 under Section 5.135, 5.136 & 5.137** against '**Interest on Security Deposit and Review of Security Deposit**'.
10. The Respondent/Licensee (ED) is directed to follow the '**Processing of Application Form**' after receiving the application for new connection as per **JERC Regulation No. 23/2018 under Section 5.35**.
11. The Respondent/Licensee (ED) is directed to follow the **JERC Regulation No. 23/2018 (ESC) and No. 06/2009 (SOP)** for providing new connection as per norms/guidelines.
12. 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.
13. 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.
14. 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.

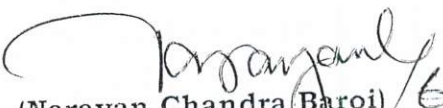


"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog 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), Executive Engineer (NRSE), 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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AC(17)