

**ELECTRICITY CGRF**  
(Under The Electricity Act, 2003)  
**ANDAMAN & NICOBAR ISLANDS**  
**SRI VIJAYA PURAM**

\*\*\*\*\*

**Before:**

Shri. R. Ravichandar, Chairman.  
Smt. Biji Thomas, Independent Member (JERC Nominated).

**In the matter of:**

Smti. R. Nagavalli, W/o Late G. Raman, R/o Middle Point, Haddo, Sri Vijaya Puram.

.....Complainant

**Versus**

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

.....Respondent

**Complaint No.** : ANI/C.G. No. 42/2025 dated 20/01/2026.  
**Complaint** : New Connection (Domestic)  
**Date of Hearing** : 27/01/2026  
**Date of Order** : 30/01/2026



**ORDER**

**Background**

The complainant filed a complaint vide R.D. No. 1525 dated 20/01/2026 regarding New Service Connection (Domestic).

The complaint was registered as ANI/C.G. No. 42/2025 and forwarded on 20/01/2026 vide letter No. ANI/CGRF/10-429/973 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter the respondent for submitting reply/comments and for attending the Hearing fixed on 27/01/2026 at 11:30 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram along with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 27/01/2026 at 11.30 a.m.

The Respondent vide his letter No. EL/AE(W/Shop)/2-16/24-25/482 dated 22/01/2026 with enclosures submitted reply / comments, which was received by the Forum vide R.D No. 1535 dated 23/01/2026 (the letter is kept in case file)(*Exbt.-1*).

**Hearing on 27/01/2026**

The Hearing was held on 27/01/2026 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Smti. R. Nagavalli, Complainant.
- (ii) Shri. R. Rajateepam, Asst. Complainant.
- (iii) Shri. J. Jayakumar, AE (W/Shop), NO, Elect. Dept.
- (iv) Shri. Naveen Lall, AE-I (HQ), Elect. Dept.
- (v) Shri. Rajesh Kumar Singh, JE, Elect. Dept.
- (vi) Shri. Ashok, LMMR, Elect. Dept.

**Statement of the Complainant**

The complainant stated in her complaint letter dated 20.01.2026 that "Sir/Mam, I, R.Nagavalli, W/o Late G.Raman, residing at Middle Point Survey No./Plot No 1287, Sri Vijayapuram has applied for power supply on 19/09/2024 through online. Till now I did not get my connection and it has been more than one year. I had paid Water tax and Property Tax regularly but till now I did not get my Power Connection in my house. It is very difficult to run my family as I am very old and there are childrens and infant and it is very difficult for us. All my proofs Aadhar Card, Ration Card, Islander Card and Voter Card has been submitted.

The Application Number is 24677 which has been applied. Kindly I request you to consider the complaint regarding the power connection and do the needful."

The complainant enclosed photocopies of online application, ration card, death certificate, property tax receipt , Aadhaar card as ID proof, NOC issued by tehsildar which is kept in the case file **(Exbt. -2)**.

**Reply of the Respondent**

The Respondent submitted para-wise comments vide letter No. EL/AE(W/Shop)/2-16/24-25/482 dated 22/01/2026 stated that: -

"Sir, Kindly refer the Forum's letter under reference the comments submitting by this is as follows:

This has a reference to the CGRF letter no.ANI/CGRF/10-429/973 dated 20.01.2026 in the matter of Smti. R. Nagavalli, W/o Late. G. Raman, R/o Middle Point, Phoenix Bay vide Complaint no. ANI/C.G. No. 42/2025 dated 20.01.2026 for providing New Electricity Connection (Domestic) on Govt. Encroached Revenue Land.



This is to bring to your kind notice that the applicant Smti. R. Nagavalli had applied for obtaining a new electric connection on encroached land vide Application No. 24677 dated 19.09.2024.

FURTHER, the Hon'ble Calcutta High Court, Circuit Bench at Port Blair, in WPA/194/2004, while pronouncing its judgment dated 21/03/2024 in the matter of (Santosh vs. The Superintending Engineer and Another) (Enclosure-I), has categorically emphasized the imperative necessity of obtaining a "No Objection Certificate" from the Revenue Authority, which is the sole custodian of all Government Revenue land within these Union Territory.

Subsequently, the application is presently kept pending and, as the case pertains to encroached revenue land and the matter has been referred to the Tehsildar, Sri Vijaya Puram vide letter no. EL/AE/SD- 1/HQ/58-3/2024/746 dated 08.11.2024 (Enclosure-II) for obtaining the Settled Possession Report, as required under prevailing rules and instructions and whereas, the Tehsildar, Sri Vijaya Puram in response vide letter No G-27/TPB/2024/1728 dated 13.11.2024 (Enclosure-III), the relevant extract of contents is reproduced here under:

QUOTE

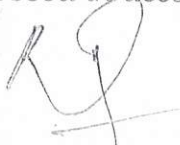
'In this regard, it is to inform you that the revenue department under Andaman & Nicobar Islands Land Revenue and Land Reforms Regulation, 1966 strongly condemn any encroachment on government land and the granting of electrical connections to individual who claim ownership of such land. The electricity department shall be the sole responsible for providing electric connection to the encroacher upon encroachment land.

UNQUOTE

The communication exchanged by Tehsildar is silent on the Settled Possession. AND WHEREAS, in the Order dated 07.02.2025 in the matter of Shri. Nagasundaram vide Complaint No. ANI/C.G. No. 56/2025 dated 30.01.2025 and in few other cases passed by the Hon'ble Consumer Grievances Redressal Forum (CGRF), Sri Vijaya Puram, in Serial No. 2 directed the following to the complainant (applicant) which is reproduced below:

"The complainant must provide a No Objection Certificate(NOC) from the original landowner (i.e., revenue department) or proper land records as acceptable proof of ownership or occupancy of premises to be submitted along with the application for a new electricity service connection."

However, the applicant have liberty to submit a No Objection Certificate(NOC) from the original landowner (Revenue Department) or proper land records as acceptable proof of ownership or occupancy. Upon submission of such documentation, the application will be processed in accordance with:



1. Clause 5.30 of the JERC Regulation, 2018.

2. A&N Administration Circular dated 09.10.2023.

These regulations have been uniformly applied in granting new electricity connection to the general public, including encroachers, by the Electricity department.”

### **Submission of the Complainant**

The complainant asserted that she is a long-standing occupant of the premises at Middle Point and has established her residence there with the knowledge of local authorities. She emphasized that she has fulfilled all civic responsibilities by paying municipal property tax and utility charges in a timely manner.

She submitted that electricity is indispensable for basic living, especially for elderly persons and infants, and that denial of the same amounts to undue hardship. The complainant clarified that she is not seeking ownership rights over the land but only a basic domestic electricity supply for survival and dignity.

She prayed that the Forum may take a compassionate view and direct the respondent to release the electricity connection subject to any lawful conditions deemed appropriate.

### **Submission of the Respondent**

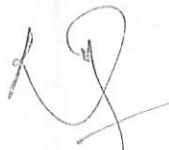
The respondent reiterated that it is bound by statutory regulations, judicial precedents, and instructions issued by the Revenue Authorities. It submitted that electricity connections on encroached Government land are sensitive matters and must be handled strictly in accordance with law.

The respondent clarified that the application was not rejected outright but kept pending due to the absence of a clear NOC or settled possession certificate from the Revenue Department. It further submitted that similar cases have been processed only after compliance with CGRF directions and regulatory provisions.

The respondent expressed its willingness to comply with the Forum's directions and provide electricity supply subject to safeguards, undertakings, and future actions by the competent authorities.

### **Forum's Observation**

The present complaint arises out of the prolonged non-grant of a domestic electricity service connection to Smti. R. Nagavalli, resident of Middle Point, Sri Vijaya Puram, despite her having submitted an online application on 19.09.2024 bearing Application No. 24677. The complainant contends that



although she has been residing in the said premises for a considerable period and has been regularly paying municipal dues such as Property Tax and Water Charges, the electricity connection has not been released more than one year.

The respondent has withheld the connection on the ground that the premises are situated on Government revenue land under alleged encroachment. The respondent relies upon judicial pronouncements and communications from the Revenue Authorities, which emphasize the necessity of obtaining a No Objection Certificate (NOC) or proof of settled possession before extending electricity supply to encroached land.

The Forum visited the site and found that they are in settled position and the complainant submitted acceptable proof of ownership or occupancy of the premises as municipal council property tax receipt for the FY 2025-2026. This is marked as **(Exbt-3)**. Considering the above document and settled possession the Forum has taken a lenient view and direct the respondent to provide connection until eviction by the competent authority. Provided the Forum further gives an admonition to complainant that the electricity bill shall be only for electricity supply to the premises occupied by her and shall not be treated as having rights or title over the premises.

The Forum further noted that the complainant has produced recent Property Tax and Water Charge receipts in her name, indicating actual and continuous occupation of the premises.

The Forum considered it appropriate to balance humanitarian considerations with statutory compliance by allowing electricity supply subject to specific safeguards the respondent's rights through an appropriate undertaking.

**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 process the online Application vide no. 24677 for grant of a domestic electricity service connection to the complainant till eviction by the competent authority.
3. The Respondent shall obtain a written undertaking from the complainant prior to release of the electricity supply stating that the electricity service connection does not confer any ownership, tenancy, or legal right over the land. The undertaking shall further state that, in the

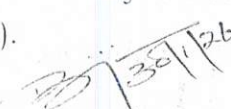


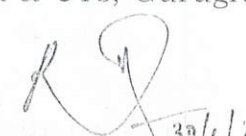
- event of eviction or directions from any competent authority, the respondent shall have full liberty to disconnect the electricity supply.
4. The Respondent shall ensure that the connection is provided only for the domestic use.
  5. The complainant shall advise to install an Earth Leakage Protective Device (ELPD) in the wiring for safety purposes.
  6. The Respondent shall comply with all the technical and safety norms while releasing the supply.
  7. 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.
  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**, 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 (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

  
(R. Ravichandar)  
Chairman  
Electricity CGRF

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