

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

Before:

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

In the matter of:

Smti. Purnima Burma, R/o Aberdeen Bazaar, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 43/2025 dated 05/02/2026.
Complaint : New Connection (Commercial)
Date of Hearing : 17/02/2026
Date of Order : 19/02/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 1545 dated 05/02/2026 regarding New Electric Connection (Commercial). The complainant enclosed photocopies of Online application No. 38698 dated 10/01/2026, copy of application status, Form-F, Death Certificate of the owner i.e. Late Lachman Singh, copy of AE-I(HQ)'s letter, Rental Agreement dated 31.12.2025 and Aadhaar card as ID proof, which is kept in the case file (Exbt. - 1).

The complaint was registered as ANI/C.G. No. 43/2025 and forwarded on 06/02/2026 vide letter No. ANI/CGRF/10-430/988 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter the respondent for submitting reply/para-wise comments and for attending the Hearing fixed on 17/02/2026 at 10:30 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 17/02/2026 at 10.30 a.m.

The Respondent vide his reply letter No. EL/AE(W/Shop)/2-16/25-26/502 dated 13/02/2026 with enclosures, which was received by the Forum vide R.D No. 1549 dated 13/02/2026. The Respondent enclosed photocopies of

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Online application no. 38698 dated 10/01/2026, letter to the AE-I(HQ) dated 09.01.2026, NOC, Form-F, Death certificate, Rental Agreement dated 31.12.2025, Aadhaar card and Application status which is kept in the case file. (Exbt. - 2).

Hearing on 17/02/2026

The Hearing was held on 17/02/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Dr. Purnima Burma, Complainant.
- (ii) Dr. Amrita Burma, Asst. Complainant.
- (iii) Dr. S.P. Burma, Asst. Complainant.
- (iv) Dr. Anand Patankar, Asst. Complainant.
- (v) Shri. Naveen Lall, AE-I (HQ), Elect. Dept.

Statement of the Complainant

The complainant stated in her complaint letter dated 05.02.2026 that "Respected Sir, I, Dr. (Mrs.) Purnima Burma, W/o Dr S. P. Burma, resident of Aberdeen Bazaar, Sri Vijaya Puram, most respectfully submit as follows:

That I had applied for a new single-phase commercial electricity connection for a clinic vide Application No. 38698 dated 10.01.2026. However, the said application was rejected with remarks requiring submission of (i) legal heir certificate of the deceased land owner and (ii) No Objection Certificate from legal heirs of the deceased land owner executed before the Executive Magistrate or Notary Public.

In this regard, I respectfully submit that I had submitted all relevant documents available with me for obtaining the commercial electricity connection, including a valid rental agreement and No Objection Certificate from the person in settled possession and accepted owner of the premises.

I further submit that the application was made on the basis of lawful occupation and peaceful use of the premises. Grant of electricity connection is a basic utility service and does not involve adjudication of title or succession, which is beyond the purview of the electricity department.

Despite submission of the above documents, my application has been rejected, causing undue hardship and affecting the functioning of the clinic.

I therefore humbly request your kind self to issue necessary directions to the concerned electricity authority for release of one single-phase commercial electricity connection at the earliest.

I shall be highly obliged for your kind intervention and early redressal of my grievance.

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Reply of the Respondent

The Respondent submitted para-wise comments vide letter No. EL/AE/SD-I/HQ/2025-2026/143 dated 12/02/2026 stated that: -

"The applicant, Smt. Purnima Burma, R/o Aberdeen Bazar, Sri Vijaya Puram, has applied for a Commercial Single Phase connection for the premises bearing Survey No./Plot No. 2277/2 situated at MB-1, Netaji Road, Aberdeen Bazar.

The applicant submitted an online application on 10.01.2026 vide Application No. 38968 (Enclosure-I). The application could not be processed as the required documents were not fully furnished, in accordance with JERC Regulation 2018, Clause 5.30. Accordingly, after due communication with the applicant, the application was rejected on 15.01.2026.

In the online application, the land record uploaded is in the name of Late Shri Lachman Singh along with a copy of the death certificate. The applicant also submitted a rent agreement executed with Smt. Shanta Singh, W/o Late. Lachman Singh and a No Objection Certificate from her. However, the said No Objection Certificate was neither notarized nor executed before the competent authority. Further, no legal heir certificate of the deceased land owner and no No Objection Certificate from all the legal heirs, duly executed either before the Executive Magistrate or a Notary Public, were submitted. Hence, the application was rejected with the following remarks:

(1) Submit legal heir certificate of the deceased land owner. (2) Submit No Objection Certificate from all the legal heirs of the deceased land owner, executed either before the Executive Magistrate or Notary Public" (Enclosure-I).

For providing electric connection, the relevant provision of JERC Regulation 2018, Clause 5.30 is reproduced below for ready reference:

QUOTE

5.30 Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- 1) Copy of the registered sale deed or lease deed or rent agreement and in the case of agricultural connections, a copy of khasra/ khatauni/ khatanakal;*
- 2) Registered General Power of Attorney;*
- 3) Municipal/Panchayat tax receipt or Demand notice or any other related document;*
- 4) Letter of allotment;*
- 5) Copy of the house registration issued by the Panchayat/ownership certificate issued by Revenue authorities;*
- 6) Any other ownership related document issued by local Government Authority.*
- 7) An applicant who is not an owner but an occupier of the premises shall, alongwith any one of the documents listed at (1) to (6) above, also furnish a No Objection Certificate from the owner of the premises.*

UNQUOTE

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The Documents submitted by the applicant in his Online Application were:-

1. Online application No. 38698 dated 10.01.2026.
2. A letter addressed to the Assistant Engineer-I for requisition for new electric connection by the applicant.
3. Land Record (Form-F)
4. Death Certificate of the deceased land owner
5. Rent Agreement executed between the applicant and Smti. Shanta Singh W/o Late. Lachman Singh.
6. Aadhar Card.
7. No Objection Certificate (NOC) from Smti. Shanta Singh- not Notarized.”

Submission of the Complainant

Dr. Purnima Burma asserted that she entered into a valid tenancy arrangement with the widow of the recorded owner and has been operating her clinic in good faith. She maintained that she complied substantially with the documentation requirements.

She submitted that she is merely an occupier seeking a utility service essential for public healthcare delivery. She clarified that succession proceedings relating to the deceased owner are independent civil matters and should not impede supply of electricity to a lawful tenant.

She expressed willingness to furnish additional undertakings or safeguards if required but urged that denial of electricity connection is disproportionate and adversely impacts patient services. She requested the Forum to provide electricity connection at the earliest.

Submission of the Respondent

The respondent reiterated that supply of electricity must be regulated in strict adherence to statutory and regulatory frameworks, particularly the JERC Regulations, 2018. Since the land record reflects a deceased owner, the authority cannot presume succession or ownership without documentary proof.

The respondent maintained that accepting a non-notarized NOC from a single individual without establishing her status as sole legal heir may expose the utility to future litigation or claims. Therefore, insistence on legal heir certificate and consent of all heirs was a precautionary regulatory requirement.

Forum's Observation

The Forum observes that the present matter pertains to an application for release of a new single-phase commercial electricity connection for

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operating a clinic at MB-1, Netaji Road, Aberdeen Bazaar, Sri Vijaya Puram, falling under Survey/Plot No. 2277/2.

The Complainant, Smti Purnima Burma, applied for a new commercial electricity connection on 10.01.2026 through the online portal vide Application No. 38698, on the basis of the death certificate of the landowner, land record (Form-F), and a rent agreement executed between Smti Shanta Singh (wife of the deceased landowner) and Smti Purnima Burma, along with an NOC issued by Smti Shanta Singh. However, the application was rejected by the Respondent on the grounds of non-submission of a Legal Heir Certificate and No Objection Certificates (NOCs) from all legal heirs of the deceased landowner.

The Forum further observes that the Respondent rejected the online application for a new connection on 15.01.2026 on the ground that the Legal Heir Certificate of the deceased landowner was not submitted and that NOCs from all legal heirs, duly executed before an Executive Magistrate or Notary Public, were not furnished. However, the Respondent failed to issue a written deficiency note to the Complainant specifying the required documents before rejecting the application, which amounts to a violation of Clause 5.35 of the JERC Electricity Supply Code Regulation, 2018.

As per Clause 5.30 (7) of JERC Electricity Supply Code Regulation, 2018 read as

“7. An application who is not an owner but an occupier of the premises shall, along with one of the documents listed at (1) to (6) above, also furnish a No Objection Certificate from owner of the premises.

Provided that where an applicant, who is lawful occupier of the premises, is a tenant or a leaseholder and is unable to produce the No Objection Certificate from owner for obtaining a connection, separate Indemnity Bond shall be executed in favour of the Distribution Licensee in the form prescribed by the Distribution Licensee”.

The Forum notes that the premises in question stands recorded in the name of Late Shri Lachman Singh. The Complainant, being an occupier, has not submitted an NOC from the lawful owner/legal heirs, which is ordinarily required under Clause 5.30 of the JERC Electricity Supply Code Regulations, 2018 for the grant of a new electricity connection. Therefore, in terms of the said Regulation, the Forum finds it appropriate to direct the Respondent to provide the prescribed format of the Indemnity Bond to the Complainant, as and when the complainant filed a fresh online/offline application enabling her to obtained her new electricity connection as an occupier in accordance with the applicable provisions. Considering the absence of any reported dispute regarding occupation, and, in order to balance the interests of both parties, thereby safeguarding the Respondent authority against any future claims or disputes arising in respect of the premises.

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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 Complainant and the Respondent.
2. The complainant is directed to submit a fresh application for a new electricity connection (online/offline) alongwith all relevant documents including executed Indemnity Bond in the prescribed format, as per Clause 5.30 of the JERC Electricity Supply Code Regulation 2018.
3. The Respondent is directed to process the application after observing all codal formalities in the electricity supply code regulation 2018, subject to production of an Indemnity Bond from the complainant, that if any land dispute arises in future the respondent should have a liberty to disconnect the supply.
4. It is further clarified that the release of the electricity connection to the applicant shall not confer any right, title, or equity in favour of the occupier, nor shall it affect the lawful ownership of the premises. The grant of connection shall not be construed as recognition of ownership rights.
5. The Respondent is directed to strictly comply with Clause 5.35 of the Electricity Supply Code Regulation 2018 by issuing written deficiency note to applicant, clearly specifying the required documents or deficiencies, before rejecting any application.
6. The complainant shall ensure installation of appropriate ELPD (Earth Leakage Protective Device) for safety purposes.
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.


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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-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

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