

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. Nagasundaram, S/o Late Chakrapani, R/o Chidiyatapu, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 56/2025 dated 30/01/2025.
Complaint : New Connection (Domestic)
Date of Hearing : 05/02/2025
Date of Order : 07/02/2025

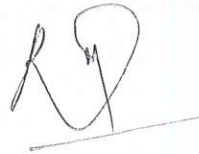
ORDER

Background

The complainant Shri. Nagasundaram, S/o Late Chakrapani, R/o Chidiyatapu, South Andaman, filed a complaint vide R.D. No. 967 dated 30/01/2025 regarding New Connection (Domestic).

The complaint was registered as ANI/C.G. No. 56/2025 and forwarded on 31/01/2025 vide letter No. ANI/CGRF/10-379/618 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III, Electricity Department for submitting reply/comments and attending the Hearing fixed on 05/02/2025 at 10:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Shri 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 05/02/2025 at 10.30 a.m.

The Assistant Engineer-III (HQ), Electricity Department vide his letter No. EL/AE/P/Pur/HQ/4-9/2025/1772 dated 03/02/2025 forwarded through AE(W/Shop) submitted reply/comments on behalf of the Licensee/Respondent (ED) (the letter is kept in case file) (Exbt. -1).



Hearing on 05/02/2025

The Hearing was held on 05/02/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. C. Nagasundaram, Complainant.
- (ii) Shri. Naveen Lall, AE-III, Elect. Dept.
- (iii) Shri. Anish George, JE (B/Line), Elect. Dept.
- (iv) Shri. Hari Kishen, MRLCC, Elect. Dept.

Statement of the Complainant

The complainant Shri. Nagasundaram, S/o Late Chakrapani, R/o Chidiyatapu, South Andaman stated in his complaint letter dated 30.01.2025 that "I, C. Nagasundaram, S/o Late Chakrapani, R/o Chidiyatapu, am a consumer with consumer number J1/13. During my time on the mainland, I was unable to pay my electricity bills properly. Upon returning, I cleared all outstanding dues in full, with payment receipt number 010-010-200661 dated 23/10/2023. Despite this, my meter was dismantled. Subsequently, I applied for a new meter connection with application number 22870 dated 19/06/2024. However, my electricity supply has not been restored since then. I kindly request you to reinstate or provide new electricity connection at the earliest so that I can have electricity again. Your prompt action in this matter will be highly appreciated."

The complainant enclosed photocopies of payment receipt, letter to the Tehsildar dated 18/11/2024, online application no. 22870 dated 19/06/2024, Affidavit dated 07/05/2024, Declaration/Undertaking dated 07/05/2024 and Aadhaar card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-III submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/P/Pur/HQ/4-9/2025/1772 dated 03/02/2025 stated that: -

"The applicant Shri.C. Nagasundaram s/o Late. Chakrapani applied for domestic single phase electric connection on Govt. encroached land vide application No. 25175 dated 17.10.2024.

Already the electric connection provided by this site office on September 2017 and the meter was disconnected due to non payment on March 2021. As per the Revenue record under the jurisdiction of Birdline site office that Shri.C. Nagasundaram S/o Late Chakrapani having 3 Nos. of electric connection in Domestic Category and 1 No. of Electric connection in Commercial Category in



his wife name Smti.N.Malathi W/o Shri.C. Nagasundaram. The details are enclosed below.

Sl. No.	Consumer Name	Consumer No.	Category	Remarks
1.	Shri.C. Nagasundaram S/o Late. Chakrapani	J1/1	Dom 1 Ph	Meter disconnected due to nonpayment 10/2019 and Reconnection done on 10/2021 Consumer ledger attached for information please.
2.	Shri.C. Nagasundaram S/o Late. Chakrapani	J1/3	Dom 1 Ph	Running Condition. Consumer ledger attached for information please.
3.	Shri.C. Nagasundaram S/o Late. Chakrapani	J1/13	Dom 1 Ph	Meter disconnected due to nonpayment on 03/2021 Consumer ledger attached for information please.
4.	Smti.N. Malathi W/o.Shri.C.Nagasundaram.	J1/9	Com 1 Ph	Running Condition. Consumer ledger attached for information please.

As directed by the forum the following documents/ information is submitted please.

Sl. No.	Required Information	Remarks
1.	Extract of consumer profile of the Consumer	Copy enclosed
2.	Smart Meter detailed not applicable	Consumer was existing static electronic meter.
3.	Monthly unit consumption for which Consumer ledger w.e.f. 09/2017 to 03/2021	Copy enclosed
4.	Connected load	02 KVA
5.	Earthing and neutral testing:	Ok
6.	Meter reading Book from 04/2020- 03/2021	Copy enclosed
7.	Documents for providing NSC are enclosed.	Copy enclosed

This is for your kind information and further necessary action please."

The AE-III, Electricity Department enclosed photocopies of consumer ledger, Meter reading record, online application no. 25175 dated 17/10/2024, Affidavit, Declaration/Undertaking, Aadhaar card, Ration card, which is kept in the case file (Exbt. -3).



Submission of the Complainant

Shri C. Nagasundaram, a resident of Chidiyatapu, has claimed that despite clearing all previous outstanding electricity dues, his meter was dismantled. Upon applying for a new connection in June 2024, he has yet to receive electricity supply. He insists that his request is legitimate and that the delay in restoring power is causing inconvenience. He urges the concerned authorities to take immediate action to provide him with a functional electricity connection.

Submission of the Respondent (Licensee)

The electricity department has stated that Shri C. Nagasundaram already has multiple domestic electricity connections in his name, including one in a government-allocated tsunami shelter. His previous connection on encroached land was disconnected due to non-payment. As per the current regulations, any new electricity connection on encroached land requires a No Objection Certificate (NOC) from the land's original owner, which the complainant has not yet provided. The department maintains that unless all regulatory conditions are met, they cannot approve a new connection.

Forum's Observation

The case pertains to Shri C. Nagasundaram, a resident of Chidiyatapu, who has applied for a new electricity connection on encroached land. His previous connection under A/C No. J1/13 was disconnected due to non-payment in March 2021, but he subsequently cleared all outstanding dues in October 2023. Despite applying for a new connection in June 2024, his electricity supply has not been restored. The electricity department contends that the complainant already possesses multiple domestic connections and that any further connection on encroached land requires additional documentation as per regulations.

Shri C. Nagasundaram, son of Late Chakrapani and resident of Chidiyatapu, has stated that due to his prolonged stay at mainland, he was unable to pay his electricity bills on time, resulting in the disconnection of his meter in March 2021. Upon returning, he cleared all outstanding dues in full on 23/10/2023. However, despite his application for a new electricity connection (Application No. 22870 dated 19/06/2024), his electricity supply has not been restored. He has requested the concerned authorities to either reinstate his old connection or provide a new one at the earliest, citing his urgent need for electricity.

The electricity department has responded by stating that Shri C. Nagasundaram applied for a new domestic single-phase connection on government-encroached land through Application No. 25175 dated



17/10/2024. It was confirmed that the complainant had already been issued three electricity domestic connections in his name: A/C No. J1/1 (disconnected in 2019 and reconnected in 2021), A/C No. J1/3 (which is still active), and A/C No. J1/13 (disconnected in March 2021 due to non-payment). Additionally, his wife, Smti N. Malathi, holds a commercial electricity connection under A/C No. J1/9. Given these facts, the department asserts that any new connection on encroached land would require compliance with the prescribed regulations, including a No Objection Certificate (NOC) from the original landowner herein is Revenue department.

Upon examining the case, the forum made the following observations:

1. Multiple Connections Already Provided: The complainant currently holds two active domestic connections, and his wife has a commercial connection. A previous connection on the disputed land was disconnected due to non-payment.
2. Past Disconnection History: The connection under A/C No. J1/13 was disconnected in March 2021 due to outstanding dues, which were later cleared by the complainant in October 2023.
3. New Application on Encroached Land: The complainant has applied for a new connection on land that has been classified as encroached, requiring additional documentation under the Supply Code Regulation.
4. Existing Supply at Tsunami Shelter: One of the complainant's active connections (A/C No. J1/3) was provided in a government-allocated tsunami shelter in June 2009.
5. Regulatory Requirements for New Connection: As per the prevailing regulations, new electricity connections on encroached land require a No Objection Certificate (NOC) from the original owner of the land.
6. Previous Non-Payment Issues: The complainant has a history of non-payment leading to multiple disconnections, raising concerns regarding the financial reliability of the consumer.
7. Pending Compliance: The complainant has not yet furnished the necessary NOC or other supporting documents required for processing a new electricity service connection.
8. Department's Justification: The electricity department maintains that the complainant has multiple domestic connection in his name hence the primary requirement of the complainant is already met by the respondent thus the Forum decided to provide additional connection after collecting acceptable proof of ownership or occupancy of the premises.



Hence,

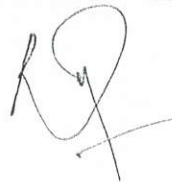
It is Ordered:

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 that 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.
3. The respondent is directed to intimate the consumers promptly regarding any deficiency in the submitted application well in advance and the same may be processed accordingly.
4. 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.
5. 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.
6. 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-III (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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