

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

Before:

Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Sadique Ali, S/o Late Ashique Ali, R/o Near Carmel School, Phoenix Bay,
Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 54/2025 dated 24/03/2026.
Complaint : Temporary New Electric Connection (Commercial)
Date of Hearing : 07/04/2026
Date of Order : 09/04/2026

ORDER

Background

The complainant filed a complaint vide R.D. No. 1592 dated 24/03/2026 regarding Temporary New Electric Connection (Commercial).

The complaint was registered as ANI/C.G. No. 54/2025 and forwarded on 24/03/2026 vide letter No. ANI/CGRF/10-441/1021 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 07/04/2026 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 07/04/2026 at 10.30 a.m.

The Respondent didn't file any reply but enclosed the AE-I(HQ)'s letter No. EL/AE/SD-I/HQ/25-5/2026/353 dated 31/03/2026, which was received by the Forum vide R.D. No. 01 dated 01/04/2026, which is kept in case file as **Exbt.-1.**





Hearing on 07/04/2026

The Hearing was held on 07/04/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Sadique Ali, Complainant.
- (ii) Ms. Safrina Sadique, Asst. Complainant.
- (iii) Shri. Jaya Kumar, AE(W/Shop), NO, Elect. Dept.
- (iv) Shri. Naveen Lall, AE-I, Elect. Dept.
- (v) Shri. Rajesh Kumar Singh, JE, Elect. Dept.
- (vi) Shri. Dilip Singh, LMMR, Elect. Dept.

Statement of the Complainant

The complainant stated in his complaint letter dated 24.03.2026 that *"I lodged a request for a new temporary (TC) electric connection with the Electricity Department, Phoenix Bay Site Office, on (Application date: 28-01-2026), bearing (Application No. 39401). I also have submitted the Security Deposit required for the electric connection, it has been more than a month and yet the electric connection has not being provided.*

The delay has caused significant inconvenience. I request you to resolve this matter and provide the electric connection as soon as possible."

The complainant enclosed photocopies of online application no. 39401 dated 28.01.2026, Estimate Charges paid receipt dated 10.02.2026, Security deposit with SBI dated 10.02.2026 and Aadhaar card as ID proof, which is kept in the case file **(Exbt.-2)**.

Reply of the Respondent

The Respondent didn't submit any para-wise comments, except from the concerned division submitted vide letter No. EL/AE/SD-I/HQ/25-5/2026/353 dated 31/03/2026 alongwith its enclosures, which is kept in the case file. **(Exbt.-1)**.

Submission of the Complainant

The complainant stated that he had applied for a temporary new electricity connection on 28.01.2026 and had duly complied with all procedural requirements, including submission of necessary documents and payment of the estimate and security deposit. He further submitted that despite the lapse of more than one month, the electricity connection had not been provided, causing significant inconvenience.

The complainant asserted his ownership/possession over the property and produced supporting documents, including a Sale Deed, Form-F, Sale Agreement and a handwritten WILL. He requested the Forum to release the electricity connection immediately.

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Submission of the Respondent

The respondent submitted that the complainant's application was received on 28.01.2026 and processed in accordance with the applicable regulations. A site inspection was conducted on 04.02.2026, and an estimate was prepared on 05.02.2026, followed by issuance of a bank letter.

The respondent further stated that the complainant completed the payment formalities on 10.02.2026 and submitted the receipts on 11.02.2026. However, the electricity connection was not released due to a written objection from a third party namely Shri S. Ulaganathan, who claimed possession of the property and alleged misrepresentation by the complainant. The respondent submitted that the connection was withheld in view of the said objection.

Forum's Observation

The Forum observes that the complainant, Shri Sadique Ali, applied for a New Temporary Electricity Connection (Commercial) through the online portal vide Application No. 39401 dated 28.01.2026. The records reveal that the respondent processed the application within a reasonable timeframe by conducting site inspection on 04.02.2026 and preparing the estimate on 05.02.2026.

The Forum further observes that the complainant complied with all procedural requirements by making payment of Rs. 1,161/- towards estimate charges on 10.02.2026 vide Receipt No. 003-003-793134 and depositing the requisite security amount of Rs. 33,244/- on the same date in State Bank of India.

The Forum observes that a legal notice was received from Shri U. Partha Sarathi, Advocate on 18.02.2026, i.e., after 8 days from the date of deposit of the security amount. However, the said notice was not supported by any interim order, injunction, or direction issued by a competent court of law, **and it has not been indicated therein that any case has been filed, registered, or is pending before any competent court in respect of the subject matter.**

The Forum further notes that the complainant Shri. Sadique Ali has produced certain documents during the course of the hearing in support of his claim of possession over the subject property such as, **Form 'F', Map, Receipt of Land Revenue dated 02/06/2025, Sale Deed dated 10/05/2016, Sale Agreement dated 27/07/1992 pertaining to the property in his name bearing Survey No. 106/P, situated at Phoenix Bay, Sri Vijaya Puram,** wherein he has sought a new temporary electricity connection, which is kept in the case file as **Exbt.-3.**



The Forum is of the considered view that in the absence of any specific restraining order from any competent court or authority, the respondent cannot withhold or delay the release of electricity connection solely on the basis of objections, complaints, or legal notices issued by any third parties.

Electricity is an essential service, and denial of such service on grounds of unresolved civil disputes, without judicial intervention, would amount to deficiency in service.

The Forum further states that the Temporary Electricity Connection (Commercial) is sanctioned strictly for temporary purposes as envisaged under the JERC (Electricity Supply Code) Regulations, 2018, and shall be utilized only for the purpose for which it is granted. The Respondent shall ensure that the usage of such temporary connection is in conformity with the applicable provisions of the said Regulations and take necessary action in case of any deviation or misuse.

Hence,

It is Ordered:

After detailed deliberations, site inspection, submissions and documents produced before the Forum, and based on the observation so reached, the following Order is passed: -

1. The Forum directs the respondent to release the Temporary New Electricity Connection (Commercial) to the complainant, Shri Sadique Ali, against Application No. 39401 dated 28.01.2026, after completion of all codal formalities, within a period of **07 (seven) days** from the date of issue of this order.
2. The Forum directs the complainant that the Temporary Electricity Connection (Commercial) is sanctioned strictly for temporary purposes as envisaged under the JERC (Electricity Supply Code) Regulations, 2018, and shall be utilized only for the purpose for which it is granted.
3. The Forum directs the respondent not to entertain or act upon any complaint, objection, or legal notice received from any third party in respect of the subject property unless the same is supported by a valid and subsisting order or injunction issued by a competent court of law.
4. The complainant shall ensure installation of an Earth Leakage Protective Device (ELPD) for safety purposes.
5. In the event of any order being passed by a competent court restraining the supply of electricity to the said premises, the respondent shall be at liberty to act in accordance with such order.

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6. 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.
7. 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.
8. 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.
9. The Case is closed with specific directions to the Complainant and the Respondent.

“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 (Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-I, 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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