

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. G. Bhasker, R/o Shajeevan Colony, Haddo, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No.	: ANI/C.G. No. 25/2025 dated 03/09/2025.
Complaint	: Quality of Supply (Domestic)
Date of 1st Hearing	: 18/09/2025
Date of 2nd Hearing	: 24/09/2025
Date of Order	: 03/10/2025



ORDER

Background

The complainant Shri. G. Bhasker, R/o Shajeevan Colony, Haddo, Sri Vijaya Puram, filed a complaint vide R.D. No. 1336 dated 03/09/2025 regarding the Quality of Power Supply in their house vide Account No. A1/2828 (Domestic).

The complaint was registered as ANI/C.G. No. 25/2025 and forwarded on 03/09/2025 vide letter No. ANI/CGRF/10-412/850 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter the respondent for submitting reply/comments and attending the Hearing fixed on 18/09/2025 at 10:30 a.m. in the Electricity CGRF Building at 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 18/09/2025 at 10.30 a.m. During the first hearing the authorised representative of the complainant requested to the Forum to postpone the hearing as the complainant was not in station. Accordingly, the Forum decided to conduct the second hearing fixed on 24/09/2025 at 11:00 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram.

The AE-I(HQ), Elect Dept., vide his letter No. EL/AE/SD-I/HQ/25-5/2025/698 dated 13/09/2025 with enclosures submitted reply / comments on behalf of the Licensee/Respondent (ED), which was forwarded through Nodal Officer (CGRF) and received by the Forum vide R.D No. 1358 dated 16/09/2025 respectively (the letter is kept in case file) **(Exbt.-1)**.

1st Hearing on 18/09/2025

The First Hearing was held on 18/09/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Saurav Nair, Asst. Complainant.
- (ii) Shri. Naveen Lall, AE-I(HQ), Elect. Dept.
- (iii) Shri. J. Anushiya, JE(Haddo), Elect. Dept.

The Complainant was absent during the hearing and his assistant requested for re-scheduling of the hearing date.

2nd Hearing on 24/09/2025

The Second Hearing was held on 24/09/2025 in the Hearing Hall, Electricity CGRF at 11:00 a.m. The following were present: -

- (i) Shri. G. Bhasker, Complainant.
- (ii) Shri. Naveen Lall, AE-I(HQ), Elect. Dept.
- (iii) Shri. M.R. Sharma, AE(W/s), NO, Elect. Dept.
- (iv) Shri. K. Habib, MRLCC, Elect. Dept.

Statement of the Complainant

The complainant Shri. G. Bhasker, R/o Shajeevan Colony, Haddo, Sri Vijaya Puram stated in his complaint letter dated 03.09.2025 that *"Respected Sir/Madam, This is with reference to my letter addressed to the Superintending Engineer, Electricity Department on 21st August, 2025 complaining about the poor electricity supply in my house despite paying bills regularly (Copy Enclosed). Despite raising a complaint 10 days ago, no steps were taken to redress my issues. Hence, I am seeking compensation before the Consumer Grievance Redressal Forum (CGRF).*

I would like to state that I am a registered consumer under Consumer No. A1/2828, residing at Shajeevan Colony, Haddo, Port Blair, Andaman & Nicobar Islands. As per the Joint Electricity Regulatory Commission's Standards of Performance for Distribution Licensees, there is a mandated limit on scheduled outages-they must be notified at least 24 hours in advance and must not exceed 12 hours per day. Supply is expected to be restored by 5:00 PM on the day of such interruption.



Contrary to these standards, my locality has experienced frequent unscheduled outages, with power supply disruptions across multiple days that have exceeded these prescribed limits, without any prior notice or timely restoration.

I hereby request your intervention to direct the licensee to:

1. Verify and acknowledge the outage events recorded for my consumer connection and area.
2. Process compensation in accordance with JERC guaranteed service standards for violations and under the Electricity Act, 2003.
3. Prevent further non-compliance by ensuring that any scheduled interruptions comply with the 12-hour limit and notification requirements.
4. Compensate for the damage to electrical appliances in my house after assessing the same.

I trust that CGRF will uphold consumers rights by ensuring enforcement of service standards and issuance of due compensation.”

The complainant enclosed photocopies of letter to the SE, Elect. Dept. dated 21.08.2025, and e-bill, which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-I (HQ) submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/SD-1/HQ/25-5/2025/698 dated 13/09/2025 stated that: -

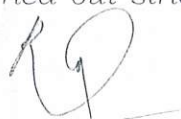
“It is submitted that the consumer comes under the Haddo Feeder covering Shajeevan Colony, Haddo and no outage exceeding 12 hours per day has been recorded in this feeder and the complainant area.

The interruptions in supply are primarily due to shortage of power generation. To manage this situation, load shedding is carried out by the Power Generation Division, and the proposed load shedding schedules are published in the local newspapers for information of the consumers.

Further, local interruptions, if any, are undertaken by the Site Office only on a bare minimum basis for essential repair and maintenance of the system. In such cases, advance intimation is provided to consumers through SMS alerts, along with proper reason for the unscheduled outage.

The outage report submitted by EMC vide Email: - emcelepb2022@gmail.com and the local interruptions report undertaken by this site office enclosed for reference please (copy enclosed of local interruption).

It is submitted that the load shedding has been necessitated solely due to acute shortage of power and is being carried out strictly as per the schedules



published in the local newspapers. In view of the above, the CGRF is kindly requested to take into consideration the prevailing power shortage situation and pass suitable orders in the matter."

The Respondent enclosed photocopies of mail sent to EESL, Monthly consumption data, Peak demand data, Meter Reading Record, Consumer profile, Consumer Ledger and Haddo feeder Interruption report, which is kept in the case file **(Exbt. -3)**.

Submission of the Complainant

The complainant highlighted that he had experienced frequent unscheduled outages with power supply disruptions across multiple days that have exceeded these prescribed limits, without any prior notice or timely restoration. He emphasized that despite oral and written complaints, the Electricity Department failed to provide adequate relief.

He reiterated that the lack of prior information about outages caused major inconvenience to his family, particularly in the evenings when power was not restored on time. He expressed that such irregular supply had forced him to replace several appliances at significant personal cost.

The complainant argued that the department had failed to protect consumer interests as mandated under the Electricity Act, 2003, and that the outages could not merely be justified under the pretext of load shedding, since the interruptions often exceeded the permissible limits without notice.

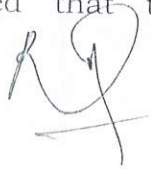
He therefore sought the intervention of the Forum for compensation and strict enforcement of regulatory provisions against the licensee.

Submission of the Respondent (Licensee)

In another detailed submission, the respondent clarified that the outages were not deliberate or due to negligence but were the inevitable consequence of limited power generation capacity in the islands. They explained that the demand far exceeded supply, making load shedding essential to balance the system.

They highlighted that published schedules of load shedding had been duly followed, and in cases of unforeseen breakdowns, immediate restoration efforts were undertaken. Moreover, they asserted that the complainant had not provided any specific intimation of appliance damages to the department at the time of occurrence, making it difficult to verify the cause-effect relationship.

The respondent also emphasized that the department continuously monitors power supply parameters and undertakes preventive maintenance to ensure minimal disruption. They argued that the complaint, though



understandable from a consumer perspective, should be viewed in light of the prevailing shortage of generation resources in the islands.

Forum's Observation

The case arises from a complaint filed by a complainant Shri. G. Bhasker (Consumer No. A1/2828), a resident of Shajeevan Colony, Haddo, Port Blair, Andaman & Nicobar Islands. The complainant alleged that despite regularly paying electricity bills, his household has faced frequent power outages, many of which were unscheduled and exceeded the limits prescribed under the Joint Electricity Regulatory Commission (JERC) Standards of Performance for the Distribution Licensees.

According to the complainant, outages were neither communicated in advance nor restored within the permissible time frame. Furthermore, the complainant claimed that such poor quality of power supply caused damage to several electrical appliances at his residence. He sought intervention of the Consumer Grievance Redressal Forum (CGRF) for compensation, verification of the outages, and strict compliance with regulatory norms.

The Respondent, however, denied the allegations of prolonged outages and maintained that interruptions were primarily due to the acute shortage of power generation and that load shedding schedules were published in newspapers. The Respondent also submitted that short local interruptions were undertaken only for essential maintenance with prior intimation through SMS alerts.

Hearings were conducted by the Forum in September 2025. During these hearings, the complainant produced bills for the purchase of new gadgets but could not provide repair bills for the damaged appliances. The Forum, after hearing both parties, directed the respondent to verify the outage data, monitor quality of supply, and assess whether the complainant claims for damages were valid and eligible for compensation.

The complainant, through his representative Shri Saurav Nair, submitted before the Forum that despite being a registered consumer and paying his electricity bills regularly, the power supply to his residence was highly erratic and unreliable. He emphasized that as per JERC norms, distribution licensees are required to notify consumers of scheduled outages at least 24 hours in advance. Ensure that interruptions do not exceed 12 hours in a day. Restore supply by 5:00 PM in cases of interruptions.

Contrary to these standards, his locality experienced frequent unscheduled outages without prior intimation. On multiple occasions, outages extended well beyond the prescribed limits, causing severe inconvenience.



The complainant further claimed that due to fluctuations and interruptions, several of his household appliances including his refrigerator and lighting automation system suffered damages. He argued that the respondent failed in its duty to maintain supply standards, and hence, he was entitled to compensation for the inconvenience and financial losses suffered.

He also requested the Forum to issue directions to the Respondent Department to ensure that such lapses do not recur in the future.

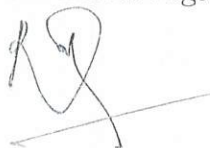
The Respondent refuted the complainant's allegations. The respondent clarified that the complainant's area is supplied through the Haddo Feeder, and according to official outage records, no outage exceeding 12 hours per day had been recorded in that feeder.

They explained that the interruptions were primarily the result of power generation shortages in the Andaman & Nicobar Islands. To address the situation, the Power Generation Division carried out load shedding strictly based on the availability of power, and such load shedding schedules were regularly published in local newspapers for public information.

Additionally, the respondent maintained that the Local outages, if any, were undertaken only when essential repairs or maintenance were unavoidable. Prior SMS alerts were sent to consumers before undertaking such maintenance works. Outage reports were prepared by the Energy Management Center (EMC) and submitted via email, while copies of local interruptions were also available for verification. The respondent stressed that the situation was beyond their control due to the acute shortage of power and requested the Forum to consider these circumstances before passing any orders.

The Forum carefully considered both sides of the argument. During the first hearing the complainant's representative had requested for the adjournment of the hearing as the complainant was not in station. The Forum decided to conduct the second hearing on 24/09/2025 11.00 hrs. and requested to the complainant to produce valid documents regarding the damages to the equipment due to the poor quality of power supply.

The Forum observed that the complainant produced bills for purchase of new appliances (refrigerator, lighting automation) and produced the repair bills of the damaged equipment. The complainant asserted that repeated interruptions and poor quality of power supply had caused damages to household appliances. The Forum directed the respondent to produce documentation related to load dispatch operations at headquarters and the details regarding monitoring of the power supply quality. The respondent subsequently submitted records of outage reports and the staff duty roster in connection with full time function of the EMC. The Forum also noted that the complainant had not provided any valid documents regarding intimation to the

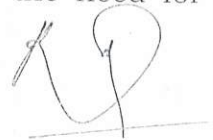


respondent in time regarding the specific date and time of damage to the appliances. It was emphasized that any compensation claim can be entertained by the respondent based on the verification of valid documents such as time of the occurrence of the incident and other details required for a clear link between outage events and equipment damage.

As per the commission's directive during the last tariff order the establishment of Energy Management Center (EMC) having SCADA and renewable energy forecasting system is required to maintain the grid discipline of the decentralized grid of each island, hence forecasting service from EMC is very crucial to maintain quality power supply depending upon the local demand of the Islands. Since presently the power supply maintained at Sri Vijaya Puram mainly through the Hire Power Purchase (HPP), hence the real time data collection and monitoring of grid frequency from various sub stations and generating stations round the clock ie., 24/7 to be monitored at centralized unit to balance the supply and demand. The EMC are to be equipped with emergency response to handle grid disturbances or emergencies promptly by at least a qualified Junior Engineer level staff to be deployed in shift duty to monitor and to provide quality power to the consumers. Thus, the Forum directs the respondent to establish the EMC in full-fledged manner as suggested above to monitor and maintain the quality power supply 24/7 to the consumers.

Based on the notification issued by Ministry of Power under section 176 of the Electricity Act 2003, the Electricity (Rights of Consumers) Rules 2020, came into force and these rules provide a central framework to ensure minimum service standard to consumers. Accordingly, the Joint Electricity Regulatory Commission has notified the Standard of Performance (SOP) Regulations on 27th May 2024. The SOP regulations include provision for provide automatic compensation to consumers for power supply interruptions beyond the permissible limits. Further, as per the Schedule-III of SOP automatic compensation is admissible only for interruption exceeding four hours and such compensation may be computed strictly based on verified system generated outage data linked with the specific consumer connection number. Moreover, there is no provision for compensation for interruption occurring due to Force Majeure condition experienced by the respondent. As per the interruption report submitted by the respondent on Haddo feeder seems to be more than six hours per day during August 2025 effected on 5197 consumers and the reason mentioned was feeder isolated on grid overload due to HPP's outages and also reported that the load shedding has been necessitated solely due to the acute shortage of power and is being carried out strictly as per the schedules published in the local newspapers.

Thus, while acknowledging the hardships faced by consumers due to power shortages, the Forum highlighted the need for documentary evidence



from the complainant and proper verification by the respondent before compensation could be granted.

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 Respondent and the Complainant.
2. The Forum directs the Respondent to ensuring to the maximum extent possible to provide 24/7 round the clock quality power supply to all the consumers by leveraging technologies and collaborations with ministries like MNRE.
3. The Forum directs the Respondent to update the billing software development work for computing automatic compensation and its integration with consumer indexing data as envisaged in the Standard of Performance (SOP) Regulations 2024, only for interruption exceeding four hours and such compensation may be computed strictly based on verified system generated outage data linked with the specific consumer connection number. Moreover, there is no provision for compensation for interruption occurring due to Force Majeure condition experienced by the respondent.
4. The Forum directs the respondent to establish the EMC as State Load Dispatch Centre and the same to be equipped with emergency response to handle grid disturbances or emergencies promptly by at least a qualified Junior Engineer level staff to be deployed in shift duty to monitor and to provide quality power supply to the consumers.
5. The Forum directs the respondent to reimburse the claims raised by the complainant regarding the repairing bills for the damaged appliances in the premises due to the poor quality of the power supply may be verified with the available system generated data as per the JERC standards and such claim bills to be submitted by the complainant along with details of the cause, date/time of the damage occurred and other available details.
6. The Forum directs the respondent to provide advance 24-hour prior notification must be given to all the consumers for the scheduled outages through newspapers, SMS, and online platforms.
7. The Forum advised to the complainant to install an ELPD (Earth Leakage Protective Device) in his wiring for ensuring safety of electrical equipment and preventing any earth leakage.



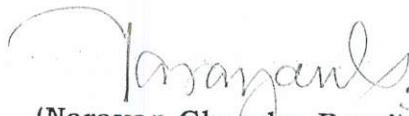
8. The Respondent is directed to submit compliance report within 15 days from the date of receipt of this order as per JERC Regulation No. 31/2024.
9. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
10. 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.

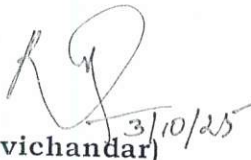
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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