

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

Before:

Shri. Amarjeet Singh Saini, Chairman.
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Gopal Prasad, R/o Lambaline Village, Sri Vijaya Puram Tehsil, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 11/2026 dated 08/06/2026.
Complaint : Electricity Supply Disconnection
bearing Consumer No. F/2874 (Domestic)
Date of Hearing : 18/09/2026
Date of Order : 08/10/2026



ORDER

Background

The Complainant filed a complaint vide R.D. No. 86 dated 08/06/2026 regarding disconnection of electricity supply in respect of Consumer No. F/2874 (Domestic).

The complaint was registered as ANI/C.G. No. 12/2026. However, the Forum could not proceed with the matter due to the non-appointment of the Chairperson and Member (Distribution Licensee), resulting in the prescribed quorum of the Forum not being available.

During the pendency of the matter before the Electricity CGRF, A&N Islands, the Hon'ble Electricity Ombudsman, vide email dated 06/07/2026, directed the CGRF to forward all cases which had remained pending for more than 45 days from the date of registration, in accordance with the applicable provisions. A copy of the said email is kept in the case file as **Exbt.-1**.

Accordingly, the Forum prepared and forwarded the list of such pending cases to the Hon'ble Electricity Ombudsman for further proceedings, wherein the present complaint was included at **Sl. No. 1**. Consequently, the present case was forwarded to the Hon'ble Electricity Ombudsman vide CGRF letter No. ANI/CGRF/2-4/76 dated 27/07/2026, which is kept in the case file as **Exbt.-2**.

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The Hon'ble Electricity Ombudsman thereafter admitted the matter as Appeal No. 288/2026 and directed the Respondent to submit reply/para-wise comments vide Admission Notice dated 06/08/2026, which is kept in the case file as **Exbt.-3**.

Subsequently, pursuant to A&N Admn.'s Office Order No. 2200 dated 18/08/2026, the Chairperson and Member (Distribution Licensee) were appointed to the Electricity CGRF, A&N Islands, and reported for duty, thereby restoring the prescribed quorum of the Forum.

In view of the constitution of the Forum with the requisite quorum, the Hon'ble Electricity Ombudsman, vide **Order dated 02/09/2026**, returned the aforesaid case to the CGRF for conducting the hearing and disposing of the complaint in accordance with the applicable provisions. The said Order dated 02/09/2026 is kept in the case file as **Exbt.-4**.

In compliance with the directions contained in the Ombudsman's Order dated 02/09/2026, the Forum decided to take up the grievance for hearing. Accordingly, the Complainant and the Respondent AE-II (HQ), Electricity Department, were informed vide letter No. ANI/CGRF/10-454/128 dated 04/09/2026 to attend the hearing fixed on 17/09/2026 at 10:30 Hrs. at the Electricity CGRF Building, Horticulture Road, Haddo, Sri Vijaya Puram, along with the relevant documents and to depose before the Forum. A copy of the said letter was also endorsed to the Hon'ble Electricity Ombudsman, the Superintending Engineer, the Executive Engineer (HQ), and the Nodal Officer (CGRF) for information and necessary action. The said letter is kept in the case file as **Exbt.-5**.

The Forum received an email dated 05/09/2026 from the Respondent AE-II(HQ), Electricity Department, requesting rescheduling of the hearing fixed on 17/09/2026, as "**Vishwakarma Puja**" was scheduled to fall on the said date. The said email is kept in the case file as **Exbt.-6**.

Accordingly, the Forum rescheduled the hearing to 18/09/2026 at 11:30 hrs., instead of 17/09/2026 at 10:30 Hrs., vide Forum's letter No. ANI/CGRF/10-454/130 dated 07/09/2026, which is kept in the case file as **Exbt.-7**.

In the meantime, the Respondent, submitted the reply/comments of the AE-II(HQ) vide letter No. EL/AE/SD-II/I-29/2026-27/257 dated 14/08/2026, as written objection addressed to the Hon'ble Electricity Ombudsman, with a copy endorsed to the Forum vide R.D. No. 188 dated 17/08/2026, which is kept in the case file as **Exbt.-8**.

Hearing on 18/09/2026

The Hearing was held on 18/09/2026 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. Gopal Prasad, Complainant.
- (ii) Shri. R. Padma Raju, Complainant's Tenant.
- (iii) Shri. J. Jayakumar, AE (W/Shop), NO(CGRF), Elect. Dept.
- (iv) Shri. Deepak Mondal, AE-II, Elect. Dept.

Statement of the Complainant

The complainant stated in his complaint letter dated 08/06/2026 that "I am apply disconnection of my meter A/c No. F/2874 situated at ward no. 9, Near Sri Ram Temple vide dated on 06/11/2025 to AE-II Office. After the inspection of said house JE, D/Farm report that some person is having in the house so we don't disconnect the said meter. But sir, my house is totally depilated and all the wooden pole are total damaged no earthing and wiring is properly working. Any time house is fell down and fire accident will take place. Necessary photographs of said house is enclosed for your kind redressal.

So, I request you to please disconnect my meter bearing A/c No. F/2874 as per as possible".

The complainant enclosed photocopies of representation submitted before the AE-II vide letter dated 4/11/2026, ROR dated 28/10/2022, JE's inspection report dated 08/01/2026, Aadhaar Card as ID proof and photocopies of the premises.

Reply of the Respondent

The Assistant Engineer-II (HQ), submitted reply/para-wise comments on behalf of the Respondent vide letter No. EL/AE/SD-II/I-29/2026-27/257 dated 14/08/2026, wherein he stated that:

- "1. Shri Gopal Prasad is the registered consumer in whose name the subject single-phase electricity connection is sanctioned. The registered consumer had submitted a request dated 04.11.2025 for disconnection of the power supply under Consumer Account No. F/2874.
2. Immediately upon receipt of the request, the officials of the Site Office took necessary action and visited the premises for carrying out the disconnection of the electricity supply as requested by the registered consumer.
3. During the visit, it was found that the premises was occupied by a person namely Shri Pedda Raju, who was residing there as a tenant. The said occupant did not permit the departmental officials to enter/proceed with the disconnection of the electricity supply.
4. The above situation was brought to the notice of the registered consumer, Shri Gopal Prasad. He was informed that the Department had taken necessary steps to disconnect the supply as requested by him; however, the person occupying the premises was not permitting the departmental officials to carry out the disconnection.
5. The registered consumer was accordingly requested to ensure access to the premises and the electricity meter, so that the requested disconnection could be carried out. He was also advised to take necessary steps regarding the occupation of the premises to facilitate access to the departmental staff.
6. Thereafter, the Site Office made several attempts/visits to the premises for carrying out the disconnection in accordance with the consumer's request. However, on each such occasion, the occupant, Shri Pedda Raju, did not permit the departmental staff to proceed with the disconnection of the power supply.
7. It is respectfully submitted that the non-disconnection of the electricity supply was not due to any deliberate inaction or negligence on the part of the Electricity Department/Site Office. Necessary action was initiated promptly upon receipt of

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the consumer's request, and repeated efforts were made by the departmental officials to comply with the request.

8. However, the physical disconnection could not be effected as the departmental staff were not permitted access to the premises and the electricity meter by the person occupying the premises. The Department, therefore, could not complete the requested disconnection despite the efforts made in this regard.

It is further submitted that, as per the records available with the Site Office, the energy bills pertaining to the said consumer connection are being paid regularly and there are no outstanding electricity dues pending against the said consumer account as on date.

In view of the facts stated above and the report furnished by the Junior Engineer, Dairy Farm Site Office, it is respectfully submitted that the Department has taken all reasonable and necessary steps within its control to comply with the request of the registered consumer for disconnection of the power supply. The disconnection could not be completed as access to the premises and the electricity meter was not made available to the departmental staff despite repeated attempts.

It is, therefore, respectfully requested that the above factual position may kindly be taken on record and considered while disposing of Representation / Complaint No. 286 of 2026".

The respondent enclosed photocopies of JE's letter dated 14/08/2026, ROR dated 28/10/2022 and Aadhaar Card as ID Proof.

Submission of the Complainant During Hearing

The Complainant submitted that the subject premises is in a **dilapidated and unsafe condition**, with the wooden poles being damaged and the electrical wiring and earthing not being in proper condition. He expressed apprehension that the premises may collapse at any time and that the defective electrical installation may also result in a **fire accident**, which could endanger human life and cause damage to the adjoining houses and property.

The Complainant, therefore, requested the Forum to direct the Respondent to **immediately disconnect/remove the electricity supply bearing Consumer No. F/2874 as a safety precaution**, so as to prevent any untoward incident and ensure the safety of persons and neighbouring properties.

Submission of the Respondent During Hearing

The Respondent submitted that, upon receipt of the Complainant's request for disconnection of **Consumer No. F/2874**, the departmental officials visited the premises to carry out the disconnection. However, the premises was found occupied by **Shri Pedda Raju**, who did not permit the departmental staff to access the premises and electricity meter for carrying out the disconnection. The Respondent further submitted that repeated attempts were made by the departmental staff to effect the requested disconnection, but the same could not be completed due to non-availability of access to the premises and meter.

It was stated that the non-disconnection was not due to any deliberate inaction or negligence on the part of the Respondent.

The Respondent also submitted that, as per the records available with the Site Office, **no electricity dues were outstanding** against Consumer No. F/2874 as on the date of submission of the reply.

Statement of the Occupant/Tenant During Hearing

Shri Padda Raju, who was present during the proceedings, stated that he has been residing in the consumer premises for approximately 15-16 years. He further stated that during this period, he has been working as a servant in the Complainant's house and also undertaking private work outside. He submitted that he is presently residing in the consumer premises along with his family as a tenant and that he intends to vacate the premises upon securing suitable alternative accommodation.

The Forum records the above statement solely for the purpose of ascertaining the occupation of the premises and accessibility to the electrical installation. The Forum does not adjudicate upon or express any finding regarding his tenancy, possession, title, ownership, or any other civil right or interest in the premises.

Forum's Observation

The present complaint pertains to the **disconnection of electricity supply bearing Consumer No. F/2874**, which was requested by the registered consumer, Shri Gopal Prasad, **on safety grounds**. The Complainant has stated that, despite his request, the Respondent did not disconnect the electricity supply, thereby giving rise to the present complaint before the Forum for redressal of his grievance.

The Forum observed that the Complainant had raised concerns regarding the dilapidated condition of the premises including the condition of the dwelling house in question, damaged wooden supports/poles, improper wiring and earthing, and the possibility of fire or other accident causing danger to life and adjoining property. Therefore, the request for disconnection was required to be considered from the perspective of electrical safety and protection of life and property. However, the Respondent did not adequately address these safety concerns. The Forum finds that the matter ought to have been appropriately examined and necessary action taken in accordance with the applicable safety requirements, which was not done in the instant case.

The Forum takes note of the Respondent's submission, along with the reply/para-wise comments of AE-II(HQ), that after receipt of the Complainant's request dated **04.11.2025**, departmental officials visited the premises and made repeated attempts to effect disconnection. The Respondent has stated that access to the premises and meter was not permitted by the occupant, Shri Padda Raju. The Respondent has also stated that there are **no outstanding electricity dues** against Consumer No. F/2874. The Forum accordingly notes

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that the Respondent made attempts to comply with the Complainant's request; however, the matter was not brought to its logical conclusion and the safety-related grievance remained unresolved, which shows the negligence on the part of the respondent in the instant case.

The Forum conducted a site inspection on 16.09.2026 at 3:30 PM for physical verification of the consumer premises. During the course of inspection, it was observed that the premises was occupied by Shri Padda Raju along with his family members in the capacity of a tenant. It was further observed that the electricity meter pertaining to the consumer connection was installed inside the house and was not accessible from outside the premises, which is a violation of **Clause 5.42 of the JERC (Electricity Supply Code) Regulations, 2018.**

The Forum further noted that the meter installed at the consumer premises is not a smart meter. It is also noted from the records that the meter reading has been recorded by the Meter Reader on a monthly basis without fail and that there are no outstanding electricity dues against the consumer. In this context, the Forum finds an apparent inconsistency in the reply/para-wise comments submitted by the Respondent. On the one hand, the Respondent has stated that access to the premises is being denied by the consumer/occupant, whereas, on the other hand, the meter readings are reportedly being taken regularly every month. The Forum, therefore, observes that, if the Meter Reader has been regularly accessing the premises and recording the meter reading, the Respondent ought to have clarified why no notice or direction was served upon the consumer/occupant for shifting the meter from inside the premises to an accessible location outside the house, if such shifting was considered necessary on safety, accessibility or operational grounds. **Accordingly, the plea of denial of access, as stated by the Respondent, is not substantiated by the Respondent's own record of regular monthly meter reading.**

The Forum further observed the fact that the electricity meter was installed inside the consumer premises/house was not brought to the notice of the concerned Assistant Engineer or competent authority by the Meter Reader at the relevant time, particularly when the Meter Reader had been regularly visiting the premises for recording the meter reading on a monthly basis. The Respondent shall specifically ascertain why no remark regarding the location of the meter inside the house was recorded in the meter-reading records, why the matter was not reported for examination from the standpoint of accessibility, safety and operational convenience, and why no notice was served upon the consumer/occupant for shifting the meter to a suitable and accessible location, if such shifting was considered necessary.

It is further observed that Shri Padda Raju was not available at the premises at the time of inspection. Accordingly, the Forum, through the mobile phone of his daughter, contacted him telephonically and informed him that he was required to remain present before the Forum on the date of hearing and place his statement/submission regarding his occupation of the premises and the circumstances relating to the electricity connection.

The Forum further observed during the site inspection that the LT Distribution pole for supplying the consumer premises is situated 30-40 metres (approx.) away from the house in question. In such circumstances, where access to the interior of the premises or meter is not available, the Respondent was required to examine whether the power supply could be technically and safely isolated or disconnected from an accessible point under its control, in accordance with the applicable technical and safety requirements.

However, the Forum observes that the Respondent's reply/para-wise comments primarily deal with the refusal of access and the attempts made to disconnect the power supply. The reply does not demonstrate that, after the specific concerns regarding defective wiring, earthing and danger to life and property were brought to its notice, the Respondent undertook any specific technical safety assessment nor issued a safety-related notice, or examined the matter with reference to the applicable safety provisions.

The Forum also takes note of the issue of access to the premises. **Section 163 of the Electricity Act, 2003** provides statutory powers to the Licensee/authorised person for entry for purposes specified therein and also contemplates a course of action where entry or performance of the authorised act is refused. Therefore, the Respondent was required to consider the appropriate statutory course instead of leaving the safety-related grievance unresolved merely on account of the refusal of access.

The Forum further takes note of the statement of Shri Padda Raju that he has been residing in the premises for about 15-16 years and is presently occupying the premises along with his family as a tenant. The Complainant has also placed on record a rent agreement which has been executed on 01.01.2010 at a monthly rent of Rs. 1,000/-. The Forum is not called upon to adjudicate upon the tenancy, possession, title or other civil rights of the parties. These circumstances are considered only for appreciating the issue of access to the premises and electrical installation.

The Forum is of the considered view that the existence of an occupancy or tenancy dispute cannot, by itself, prevent the Licensee from taking appropriate action regarding the electricity supply where a genuine electrical safety concern has been brought to its notice and action is permissible under the Electricity Act, 2003, the JERC Supply Code and the CEA Safety Regulations, was not followed by the Respondent in the instant case.

The Forum therefore finds that the safety aspect of the complaint was not adequately addressed. The matter cannot be treated merely as a case of obstruction to physical disconnection. The Respondent was required to examine whether the alleged unsafe conditions actually existed and, if so, to take consequential action in accordance with the applicable statutory provisions, which was not done in the instant case.

At the same time, the Forum reiterates that the present proceedings are not intended to determine whether the premises are unsafe merely on the

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basis of the allegations made by the Complainant. The Respondent is required to undertake a proper technical and safety inspection and record specific findings regarding the service connection, meter, wiring, earthing, protective devices and other relevant electrical switch gear arrangements, to the extent legally and physically accessible.

If such inspection establishes that the electrical installation or supply arrangement is unsafe or is likely to cause a health hazard, safety risk or poses a risk to life or property, the Respondent shall take immediate consequential action, including disconnection of the supply wherever warranted under the applicable provisions. Conversely, if the installation is found safe and compliant with the applicable requirements, the supply need not be disconnected solely on the basis of the apprehension raised by the Complainant, but the Respondent shall record the technical findings and reasons for retaining the supply.

The Forum accordingly considers that the appropriate course is to direct a specific and time-bound technical safety assessment and consequential action, rather than directing unconditional disconnection or unconditional continuation of the electricity supply.

The Forum further observes that, considering the specific safety allegations, the location of the meter inside the occupied premises, the denial of access reported by the Respondent and the site observation that the supply pole is approximately 30-40 metres from the house, the Respondent shall examine all technically feasible and legally permissible safety measures, including safe isolation/disconnection from an accessible Licensee-controlled point, wherever feasible.

The Forum therefore concludes that the Respondent's earlier action was not sufficient to finally dispose off the safety concern raised by the Complainant. A reasoned technical assessment followed by appropriate statutory action is necessary in the interest of electrical safety and protection of life and property.

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 Complaint/**Case No. ANI/CG No. 12/2026** is hereby disposed of with the following directions to the Respondent.
2. The Respondent is directed to undertake, on priority, a proper technical and safety inspection/assessment of Consumer No. F/2874 (Domestic), covering, to the extent legally and physically accessible, the service connection, service line, point of supply, meter, MCB/protective devices, wiring, earthing, switch gear, household appliances etc.

3. During such technical and safety inspection, the Respondent is directed to examine whether the electrical installation and supply arrangement involve any safety risk, electrical leakage, defective or inadequate wiring, exposed live parts, defective or inadequate protective devices, risk of fire, or any other condition that poses a risk to life or property.
4. The Respondent is directed that, if during the inspection it is found that the electrical installation, wiring, earthing, protective arrangement, switch gear or the location/accessibility of the meter is unsafe, defective including the condition of the dwelling house in question or not in conformity with the applicable provisions of the **JERC Electricity Supply Code Regulations, 2018**, such deficiencies shall be clearly recorded in the inspection report, and a written notice shall be served upon the concerned consumer/occupant, specifying the defects noticed and the corrective measures required to be undertaken within the time prescribed under the applicable provisions of the **JERC Electricity Supply Code Regulations, 2018**.
5. The Respondent is directed to verify whether the defects pointed out in such notice have been rectified within the prescribed time. In the event that the consumer/occupant fails to rectify the identified safety defects within the prescribed period, or where the Respondent finds that the condition of the installation poses an immediate safety risk or poses a risk to life or property, the Respondent may take necessary consequential action, including disconnection of the electricity supply of Consumer No. F/2874, in accordance with the applicable provisions of the **Electricity Act, 2003, JERC Electricity Supply Code Regulations, 2018, and the CEA (Measures relating to Safety and Electric Supply) Regulations, 2023**.
6. The Respondent is directed to specifically examine the location, protection and accessibility of the electricity meter with reference to **Clause 5.42 of the JERC Electricity Supply Code, 2018**, and to record whether the present location of the meter inside the occupied portion of the premises conforms to the applicable requirements. Where any deficiency or non-compliance is found, the Respondent shall take appropriate corrective action in accordance with the applicable provisions of the **JERC (Electricity Supply Code) Regulations, 2018**.
7. The Respondent is directed to verify and specifically ascertain whether the location of the electricity meter inside the occupied portion of the premises had been noticed during the inspections conducted by the Forum. If the said location was noticed, the Respondent shall specifically state in the compliance report the reasons for not bringing the said fact on record or addressing the issue in the reply/para-wise comments submitted before the Forum.
8. The Respondent is directed not to disconnect the electricity supply of Consumer No. F/2874 merely on the basis of the apprehension raised by the Complainant, if, upon proper technical and safety inspection, the

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electrical installation and supply arrangement are found to be safe and compliant with the applicable safety requirements. In such case, the Respondent shall record the detailed technical findings and reasons for retaining the electricity supply in the inspection report and compliance report.

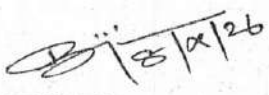
9. The Respondent is directed that, if access to the premises or meter is again refused by the occupant, such refusal shall be recorded in writing, indicating the date, time, name of the person refusing access and the names/designations of the departmental officials present. The Respondent shall thereafter take further necessary action, including disconnection of the electricity supply of Consumer No. F/2874, wherever warranted, in accordance with **Section 163 of the Electricity Act, 2003** and other applicable statutory provisions, and, wherever technically feasible and legally permissible, without requiring entry into the occupied portion of the premises.
10. The Respondent is hereby directed to examine and ascertain why the electricity meter was installed inside the consumer premises/house was not brought to the notice of the concerned authority or competent authority by the Meter Reader at the relevant time, particularly when the Meter Reader had been regularly visiting the premises for recording the meter reading on a monthly basis. The Respondent shall specifically ascertain why no remark regarding the location of the meter inside the house was recorded in the meter-reading records, why the matter was not reported for examination from the standpoint of accessibility, safety and operational convenience, and why no notice was served upon the consumer/occupant for shifting the meter to a suitable and accessible location, if such shifting was considered necessary.
11. The Respondent shall further examine the responsibility of the concerned Meter Reader for not bringing the location of the meter to the notice of the competent authority at the relevant time, and take appropriate action wherever warranted. The Respondent shall submit a point-wise report on the above aspects, along with the relevant meter-reading records and details of any notice, inspection or action taken in this regard, to the Forum within 15 days from the date of this Order.
12. The Respondent shall ensure that any disconnection, isolation or other consequential action pursuant to the safety assessment is carried out in a technically safe manner and strictly in accordance with the applicable statutory and safety requirements.
13. It is clarified that the present Order is confined to electricity supply, electrical safety, accessibility of the metering installation and disconnection/isolation of the electricity supply. Nothing contained herein shall be construed as adjudication upon the ownership, tenancy, possession, title or any other civil rights of the **Complainant or Shri Padma Raju in respect of the premises.**

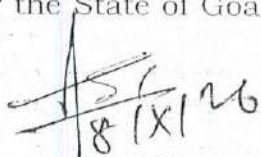
14. The Respondent shall submit a **detailed compliance report to the Forum within 15 days from the date of receipt of this Order**, in accordance with **Regulation 31 of the JERC (CGRF & Ombudsman) Regulations, 2024**, indicating the action taken pursuant to each of the directions contained herein and enclosing the relevant inspection report, photographs, technical findings, copies of notices issued and supporting documents.
15. The Respondent is directed to ensure strict compliance with this Order. Any non-compliance with the directions contained herein shall be treated as a violation of the applicable Regulations of the Commission, and the Forum shall be at liberty to take such action as may be permissible under the applicable provisions of **JERC Regulation No. 31/2024 and Section 142 of the Electricity Act, 2003**.
16. The Forum further directs that, if the Complainant or the Respondent is aggrieved by this Order or seeks recall/review thereof, such application may be made in accordance with **Clause 28 of the JERC (CGRF & Ombudsman) Regulations, 2024**, within the period prescribed therein i.e. 30 days, subject to the conditions and requirements stipulated under the said Regulation.
17. 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 (Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-I(HQ), Assistant Engineer (IT), Electricity Department, Complainant (Appellant) and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).


(Biji Thomas)
Independent Member
Electricity CGRF


(Amarjeet Singh Saini)
Chairman
Electricity CGRF