

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
PORT BLAIR

Before :

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of :

Shri. Rakesh Narayan, R/o Dollygunj, Port Blair, South Andaman.

.....Complainant

Versus

The Electricity Department, A & N Administration, Port Blair.

.....Respondent

Complaint No. : ANI/CGRF/320/23-24/52 dated 07/02/2024
Complaint : Providing New Connection (Domestic)
Date of Hearing : 16/02/2024
Date of Order : 11/03/2024

ORDER

Background

The complainant Shri. Rakesh Narayan, R/o Dollygunj, Port Blair, filed a complaint vide R.D. No. 435 dated 07/02/2024 regarding new electricity connection (Domestic).

The complaint was registered as Case No. 320 and forwarded on 07/02/2024 vide letter No. ANI/CGRF/320/23-24/52 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-IV, Electricity Department for submitting reply/comments and attending the Hearing fixed on 16/02/2024 at 10:30 a.m. in the Hearing Hall in the Office of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Port Blair with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 16/02/2024 at 10.30 a.m.

The Assistant Engineer(W/shop), Electricity Department vide his letter No. EL/AE(W/shop)/2-16/2023-24/344 dated 13/02/2024 submitted reply/comments on behalf of the Licensee/Respondent (ED), which is kept in case file (*Exbt.-1*).





Hearing on 16/02/2024

The Hearing was held on 16/02/2024 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Rakesh Narayan, Authorized representative of the consumer.
- (ii) Shri. Jayakumar, AE-IV, Elect. Dept.

Statement of the Complainant

The complainant Shri. Rakesh Narayan, R/o Dollygunj, Port Blair stated in his complaint letter dated 07/02/2024 that *"the electric meter connection which my mother namely Smt. Sita Kumari, W/o Jag Narayan have applied vide the application no. 6856 dt 13/09/2022 & have submitted the amount of Rs 3,564/- (Rs Three Thou sand Five Hundred & Sixty Four Only) in lieu of the Security Deposit in favour of the Executive Engineer (South Andaman Division) for the provision of the electric meter connection vide office letter ref. no. EL/SAD/AE-IV/2023-2024/624 dt 26/09/2023.*

That we have also deposited the amount for 8 Nos. of Pole charges on dated 03/10/2023 for an amount of Rs 8,000/- & an estimate payment of Rs 519/- towards the meter connection on dated 03/ 10/2023 but till date there is no positive response from the Electricity Departmental end regarding the connection.

Also as per the notification of New Delhi, the 31st December 2020 of G.S.R 818 (E) it is clearly mentioned in the Sub Point 12 of the Notification that if a distribution licensee fails to supply electricity within the period specified by the Commission, it shall be liable to a penalty as may be determined by the Commission, which shall not exceed one thousand rupees for each day of default, thus commissioning a total amount for a period of more than 4 months, thus taking into calculation a period of 3 months which comes out to a total of Rs 90,000.00/- as compensation from the Electricity Departmental end. That we have calculated on an average basis for 3 months, thus the amount will be calculated until the day of meter connection.

That Sir we have proceeded to many offices of the Electricity Department but I was not provided with any solution & resolution for the problem, therefore I request your good self to kindly take some necessary action with the Electricity Department so that I may be issued with 8 Nos. of poles and electric meter connection at the earliest".

The complainant enclosed photocopies of online application No. 6856 dated 13/09/2022, AE's letter dated 26/09/2023, representation submitted to SE vide letter dated 05/02/2024, Pole Shift and SC Estt. paid receipt dated 03/10/2023, Security Deposit paid receipt dated 03/10/2023 and Aadhaar Card as ID proof, which is kept in the case file (Exbt.-2).



Reply of the Respondent/Licensee (ED)

The Assistant Engineer (W/shop), submitted para-wise comments on behalf of the Respondent/Licensee(ED) vide letter No. EL/AE(W/shop)/2-16/2023-24/344 dated 13/02/2024 wherein forwarded the reply of AE-IV, Electricity Department vide letter No. EL/AE/CD/3-12/2024/1300 dated 13/02/2024 stated that :-

1. Smti. Sita Kumari, W/o Shri. Jag Narayan, has applied for providing the 1 ϕ Domestic connection in online portal of Electricity Department vide Application No.6856 dated 13/09/ 2022 at Bimblitan.
2. The said application was forwarded to the Sippighat site office by A.E (IV) and accordingly the inspection was carried out on 14/08/2023.
3. On inspection by the JE (Sippighat), it was found that there is no proper approach Village kacha road is available which makes impossible to carry out the work during the rainy season.
4. For providing the electric connection to the applicant the distance from existing LT line to her house was found to be 370mtrs away.
5. Then the JE (Sippighat) prepared the LT line extension estimate for extension of LT line 1 ϕ 2 wire vide estimate No. EL/JE/SG/1-19/23-24/17/418 Dated 11/08/2023 for an amount of Rs.2,13,601 /- of which chargeable to consumer of Rs.8000/- only and submitted to competent authority for its approval.
6. The estimate was approved by the competent authority vide approval letter No. EE/SA/ Tech/ 2022-23/1-35/2050 dated 11/09/ 2023.
7. The service estimate also approved by undersigned and the payment made by the party on 03/10/2023.
8. The JE(Sippighat) prepared Indent for providing materials for execution of above work vide in Indent No. EL/JE/SG/1-4/ 2023-24/148 dated 25/10/2023.
9. After getting the indent signed by the competent authority to issue material, the indent was submitted to the central store, but the material was not issued, stating that the allotted quota, of G.I pipe pole 8mtr is already been issued, and further material cannot be issued and still the indent is lying there, no materials was issued till date.
10. The 2nd Indent, cancelling the first one i.e. 148 placed vide F.No. EL/JE/SG/1-4/2023- 24/149 dated 09/12/2023 was again submitted and after approval by the competent authority, again submitted to the central store, but still the Indent is lying there and material has not been issued till date.



11. Mean while, Shri Rakesh Narayan, S/o Smti. Sita Kumari, approached this office several times and also met the EE (SA) for arranging the material to execute the work.

12. So, on initiation of EE (SA) 04Nos of G.I pipe pole 8 mtr length is provided i.e. 02 Nos. each from F/Gunj Site Office and Wimberlygunj Site Office on 07/02/2024 on proper receipt (Copy Enclosed).

13. After receiving of 04Nos. pole from other site office and 3Nos. from Sippighat Site Office started execution of LT line 1 ϕ 2 wire extension work on 08/02/2024 and completed the extension work on 09/02/2024 with providing of NSC on the same day. One pole cannot be provided due to non availability of material. The same will be added on receipt of the material.

14. The delay in execution of work was due to non availability of required materials at site office and exhaustance of allotted stock of G.I pipe pole at the central store to EE (SA). 15. As per JERC Regulation 2018; clause 5.52, the extension/ Augmentation of time period in rural area is 90 days.

15. But in the instant case, 38 days extra time taken due to non availability of material at site office, and the delay was beyond the control of site office.

17. Also, the Hon'ble CGRF needs to review the economical aspect of extension of LT line 8span for a single house that too when proper approach is not available and commuting in rainy season is totally impossible which will cause hindrance in maintenance of the LT line grid. The applicant herself will not deny the constraints and the extension was purely for her single house which was not economical from financial point of view being government department.

18. Hence, it is requested that the Hon'ble CGRF may be requested to condone the delay as it was not deliberate but functional problem.

However now the connection has been provided by arranging materials for LT line extension work, so the grievance has been addressed".

The Respondent/Licensee (ED) has enclosed the AE-IV's letter No. EL/AE/CD/3-21/2024/1300 dated 12/02/2023, Estimate charges of extension line with materials dated 11/08/2023, JE's letter dated 07/02/2024, Indent Register dated 16/10/2023, Security Deposit letter dated 29/09/2023, Online application form No. 6856 dated 13/09/2022, Aadhaar as ID proof, Land records i.e. ROR & Map, which is kept in the case file (Exbt.-3).



Submission of the Complainant

The complainant Shri. Rakesh Narayan submitted authorization letter dated 16.02.2024 of the consumer Smti. Sita Kumari before the Forum during the Hearing, which is kept in the case file **(Exbt.-4)** and stated that I had applied for new electric connection through online vide application No. 6856 dated 13/09/2022. As per the instructions of the Electricity Department on 26/09/2023 through letter, I paid the estimate charges, security deposit alongwith 8 pole charges on 03/10/2023. After lapse of more than four (4) months, I have not received any correspondence from the department against the new connection. I had approached to SE, Electricity Department on 05/02/2024 but all are vain and hence, I approached to the Forum for redressal of my complaint with compensation as per Notification vide GSR 818(E) dated 31/12/2020 (Rights of Consumers) Rules, 2020 as enclosed in my representation dated 07/02/2024. After filing my complaint before the Forum on 07/02/2023, I got the electricity connection within 2 days i.e. on 09/02/2023. Apart from this, the department has installed 7 poles for the extension of LT line in my premises, while the amount of 8 poles has been paid by me.

Now, I requested the Forum to provide compensation for the delay in providing electricity connection as per the guidelines alongwith adjusting the one (1) pole amount in future bills.

Submission of the Respondent (Licensee)

During the Hearing, Assistant Engineer (w/Shop), Nodal Officer (CGRF) was absent without any information, however, AE(Chouldhari) on behalf of the Respondent/ Licensee (ED) stated that the department prepared an estimate for extension of 300 mtrs. LT line i.e. Rs. 2,13,601/- on 11/08/2023 and the same was forwarded to EE(SAD) for approval. In the meantime, the site office tried to collect the materials from the nearby site office and accordingly we extended the line and provided the electricity connection on 09/02/2024 to the complainant premises. The electricity connection was delayed due to non availability of material, lack of proper approach to the complainant premises and also commuting in rainy season is totally impossible which will causes hindrance in maintenance of the L.T. line grid.

Forum's Observation

The Forum while going through the reply of the Respondent/ Licensee(ED) noted that after receipt of online new application connection, proper reply has to be given to the complaint, on time, and the Respondent (ED) did not taken any action on the said application for more than a year. The Respondent/Licensee (ED) should send a timely reply by way of note to the complainant, which was not done in the present case as per JERC Regulation.



The Forum also observed that the Respondent/Licensee (ED) had prepared an estimate charges of Rs. 2,13,601/- for extension of LT line after inspection by Junior Engineer on 11/08/2023, 11 months after original application. The complainant had approached for new electricity connection through online on 13/09/2022 and after a lapse of one year, the estimate charges for extension of LT line was prepared by the site office of the concerned Junior Engineer, Chouldhari with the good intension to provide the connection and accepted the estimates charges with 8 poles and Security Deposit but could not release the connection time for want of materials through it as per JERC Regulation No. 23/2018 (Electricity Supply Code) for release of new connections.

As per **JERC Regulation No. 23/2018 (Electricity Supply Code)**, the Respondent/Licensee (ED) had not followed various clauses for processing of new connection application, read as :

5.35 For all application forms pertaining to release of supply of new connections, the Licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the Licensee shall acknowledge its receipt on the spot. In case the application is submitted online, the Licensee shall issue a written note regarding shortcomings in the application within 3 working days from the date of submission of application.

5.37 The Licensee shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database.

The Licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the Licensee's website or the Notice Board at the local office of the Licensee, to be updated weekly.

5.3 The Licensee shall examine the technical feasibility of the connection applied for from their distribution mains and conduct the inspection within 5 working days of the receipt of application.

5.4 In case the connection is not found technically feasible, the Licensee shall intimate to the applicant in writing within 10 (ten) days of receipt of application giving reason for the same and estimated time that it will take to provide the connection, which shall not exceed the timelines specified under Supply Code, 2018:

5.40 The Licensee shall, at the time of receipt of application form, specify a date for inspection of applicant's premises in mutual consultation with the applicant, underwritten acknowledgment. The



date of inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of application form. If the applicant wishes, the inspection can be scheduled on a non-working day for the Licensee (i.e., Sunday, gazetted holidays, etc.) on payment of inspection fee of Rs. 500.

5.43 The applicant shall get all defects removed within 30 working days from receipt of intimation of defects as specified in Regulation 5 of this Supply Code, 2018 and inform the Licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the Licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The Licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same within 10 working days from receipt of intimation of defects.

5.44 On receipt of information from the applicant about removal of defects, the Licensee shall stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of such information.

5.45 If on re-inspection, the defects pointed out earlier are found to persist, the Licensee shall again record the same in the format given in Annexure -IX to this Supply Code, 2018 and hand over a copy of the same to the applicant or his authorized representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement;

Provided that if the applicant feels aggrieved by the Licensee's action or omission, the applicant may file a representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of grievance;

5.46 If on inspection, there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the Licensee shall sanction the load determined in accordance with Annexure -VIII to this Supply Code, 2018 or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

Table 2: Timeline for issue of demand note:

Particulars	No. of working days from receipt of application	
	Urban Areas	Rural Areas
Extension of distribution mains not required	Within 7 working days	Within 10 working days
Extension of distribution mains / system required		
I. In case of LT service	Within 7 working days	Within 10 working days



connections		
2. In case of HT service connections	Within 15 working days	Within 20 working days
3. In case of EHT service connections	Within 30 working days	Within 30 working days

Provided that the time taken by applicant in rectifying the defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above:

Provided further that wherever the Transmission Licensee's involvement is required in the process for time and cost estimation, the time taken by the Transmission Licensee shall not be included in the timeline specified above.

5.47 The demand note shall contain the following details:

- (1) Details of the works (including service line) to be undertaken for providing electricity supply;*
- (2) Charges for the abovementioned works to be paid by the applicant in accordance with the schedule of charges specified by the Licensee as approved by the Commission:*

Provided that if the applicant wishes to carry out the works himself, the same shall be permitted under supervision by the Licensee's official. Adhering to the estimate and layout approved by the Licensee, the applicant can get the work of drawing of service line from the Licensee's distribution mains up to his premises through a 'C' or higherclass Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through an 'A' class LEC. In such case the consumer shall procure the materials. The Licensee will issue a list of empanelled manufacturers for procuring material to be used by the consumer. The consumers can purchase materials of any make from the list of empanelled manufacturers. The Licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the applicant is getting the work done by himself, Licensee can charge Supervision Charges on the labour component of the work at the rate of 15%. The Goods and Services Tax (GST) on the Supervision Charges, if any, shall be recovered from the applicant:

Provided also that if the applicant chooses to get the extension work done on his own, the applicant shall get the work done within the timeframe specified in Regulation 5.52 of this Supply Code, 2018, failing which the Licensee may, on giving 15 days' notice, treat the application form for supply as cancelled.

- (3) Amount of security deposit as specified in Annexure -XVIII to this Supply Code, 2018.*



5.48 The applicant shall make the payment within 15 days of receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The Licensee's obligation to energize the connection shall arise only after receipt of full payment. The Licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 15-day payment period.

5.51 If as per this Supply Code, 2018, provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the Licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.

5.52 The overall timeline for releasing new electricity connection, from the date of receipt of application, shall be as under:

Table 3: Timeline for releasing new electricity connection (energization):

Activity	Island areas		Mainland areas	
New connection/ additional load where supply can be provided from existing network	Urban area: 30 days from receipt of complete application		Urban area: 16 days from receipt of complete application	
	Rural area: 30 days from receipt of complete application		Rural area: 24 days from receipt of complete application	
Extension work or enhancement of transformer capacity is required	Urban area:	Rural area:	Urban area:	Rural area:
	a) LT-60 days	a) LT-90 days	a) LT-30 days	a) LT-45 days
	b) HT-120 days	b) HT-120 days	b) HT-90 days	b) HT-90 days
	c) EHT-180 days	c) EHT-180 days	c) EHT-180 days	c) EHT-180 days
Erection of substation to extend supply	On case to case basis as per approval of the Commission		On case to case basis as per approval of the Commission	

Provided that the Licensee may approach the Commission for extension of time specified above, in specific cases where extension of Distribution mains requires more time, along with details. In such cases, the Licensee shall inform the consumer about the likely time of completion of works.

5.53 Where extension of supply requires erection and commissioning of new substation, the Licensee shall submit to the Commission within 15 days of site inspection, a proposal for erection of such substation along with the time required for erection and commissioning of the same, and get the Commission's approval. The Licensee shall commence electricity supply to the applicant within the time period approved by the Commission:

Provided that where such substation is covered in the investment plan approved by the Commission, the Licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan:



Provided further that in cases where the substation is meant to extend supply to an individual consumer, the Licensee shall commence erection of the substation only after receipt of necessary payment against demand note from the applicant.

5.54 The Licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, or delay in consumer's obligation over which Licensee has no reasonable control.

Interest on Security Deposit

5.135 The Licensee shall pay interest to the consumer at the State Bank of India Base Rate prevailing on the 1st of April for the year, payable annually on the consumer's security deposit with effect from date of such deposit in case of new connections energized after the date of this notification, or in other cases, from the date of notification of this Supply Code, 2018. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. If the Security Deposit is submitted in the form of Bank Guarantee or by providing lien against fixed deposits, no interest shall be payable to the consumer.

Review of Security Deposit

5.136 At the beginning of the financial year, the Licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to his average payment for the period of one billing cycle plus one month, where 'average payment' shall be equal to the average of actual bills paid in the last financial year:

Provided that for a consumer whose electricity connection is less than 1 year old, the security deposit shall not be revised at the beginning of the financial year.

5.137 The security deposit available with the Licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by the Licensee, as and when arises, shall be made through maximum of two electricity bills.

The Forum observed that the Respondent (ED) had issued a letter No. EL/SAD/AE-IV/2023-2024/624 dated 26/09/2023 for payment of security deposit to the complainant. On 03/10/2023, the complainant had paid the estimate charges, Security deposit alongwith 8 poles charges vide receipt No. 012-012-190455 and 012-012-190454 but, **the Respondent (ED) failed to provide electricity connection as per the time limit prescribed under Section 5.52 and 5.53 of JERC Regulation No. 23/2018 as stated above.** The Forum noted that there has been a delay in providing electricity connection and the complainant request for compensate for delay period **under Section 43 (3) of Electricity Act 2003 and under Section 4 (12) of Notification No. G.S.R. 818(E) dated 31/12/2020 (Rights of Consumers) Rules, 2020.**



The Forum noted that complainant has completed all codal formalities on 03/10/2023 but the Respondent/Licensee (ED) failed to provide new electricity connection within 30 days, failing which the Respondent/Licensee (ED) should pay a compensation of Rs. 1000/- per day **as per Electricity Act 2003 under Section 43 (3) and Notification No. G.S.R. 818(E) dated 31/12/2020 (Rights of Consumers) Rules, 2020 under Section 4 (12)**, but in this instant case under **Clause 4.35 of JERC Regulation No. 23/2018** read as **"After deposit of requisite charges by the applicant, the Licensee shall take necessary steps for extension of distribution system for supply of electricity within the time limits as specified in this Supply Code, 2018"**. The Respondent/Licensee (ED) failed to provide the new connection **within 90 days** timeline framed under **Clause 5.52** of the said Regulation from the date of deposit of relevant charges as directed by the Respondent/Licensee (ED) on 03/10/2023 and later on 09/02/2024 the new connection was released. As per the stipulated time limit of 90 days, which expired on 01/01/2024, and 37 more days were taken by the Respondent/Licensee (ED) to provide the new connection, due to material delay with technical issues.

The Forum noted the circumstance with the lack of enough materials from sources and certain complications on the part of the Respondent/Licensee (ED) on the extension of line as per **JERC Regulation No. 23/2018 under Clause 5.52 & 5.53**. However, in this circumstance, the Forum observed that the Respondent/Licensee (ED) had not followed the **Clause 5.47 of JERC Regulation No. 23/2018** regarding issue of '**demand note**'. On the other hand, the complainant consumer requested to the Forum to compensate as per JERC Regulation.

The Forum further noted that the AE & JE of the concerned site office has not given any '**demand note**' for extension of service line to the complainant under **Clause 5.13 & 5.15 of JERC Regulation No. 23/2018** read as "5.13 The service connection / extension of distribution mains, notwithstanding that it has been paid for by the consumer shall be the property of the Licensee. The Licensee shall maintain it at its cost and shall also have the right to use the same service connection / extension for supply of energy to any other person but such extension or service connection should not adversely affect the supply to the consumer who paid for the extension of the distribution supply network and shall be subject to the concurrence of original consumer as per Regulation 4.27, and 5.15 The applicant shall have an option to get the work of drawing of service line from Licensee's distribution mains up to his premises as per the estimates and layout approved by the Licensee through an appropriate class of licensed electrical contractor, and the work of extension of EHT and HT line, distribution or HT substation and LT line through an appropriate class of licensed electrical contractor, as per the estimates and layout approved by the Licensee. In such case, the consumer himself shall procure the materials from



the list of empanelled manufacturers issued by the Licensee. The Licensee will publish on its website the list of empanelled manufacturers within 3 months from the date of notification of these Regulations. The Licensee may ask for documentary evidence to verify the quality of materials used", **resulting in huge loss of government revenue and now the complainant requested for compensation of delayed period.**

The Forum further observed that the complainant had also paid 8 pole's amount for extension of LT line, whereas the Respondent/Licensee(ED) had used 7 poles for extension of LT line reach the consumer's premises vide AE(C/D)'s letter dated 12/02/2024. Later, the Respondent/Licensee (ED) vide letter No. EL/AE/CD/3-21/2024/1335 dated 20/02/2024 stated that **"due to non availability of materials only 07 span of LT lines extension was drawn to provide new service connection to the applicant on 09/02/2024. After receiving materials, one more pole was added and the work was completed as per the approved LT line estimate of 08 span"**, which is kept in the case file (Exbt.-5)

The Forum has come to the conclusion that the complainant had applied for new electricity connection on 13/09/2022 and after lapse of more than a year i.e. on 26/09/2023, the Respondent (ED) had issued a note for payment of estimate charges, security deposit alongwith 8 pole charges to the complainant. The complainant had paid all charges as directed by the Respondent (ED) on 03/10/2023 but the Respondent (ED) failed to provide new electricity connection as timeline framed by the JERC Regulation No. 23/2018 (Electricity Supply Code). The complainant approached the Forum on 07/02/2024 and later on 09/02/2024, the complainant got the electricity connection with 8 poles.

The Chairman and Member (Licensee) noted the prompt action of the Respondent/Licensee (ED) after filing of the complaint in the Forum on 07/02/2024 and the connection was released within 2 days i.e. on 09/02/2024. However, there was a delay of 37 days due to lack of materials and other technical / internal issues of the Respondent/Licensee (ED), which cannot be denied and the plea of the Respondent/Licensee (ED) may be accepted and a warning not to repeat the complaint in future.

However, the Independent Member is of the view that the Respondent/Licensee(ED) may compensate to the complainant for 37 days as there was delay in providing new connection after completed all codal formalities by the complainant on 03/10/2024. The delay by the Respondent/Licensee (ED) is its internal matter and the Regulation states that the work should be completed as per the time-frame prescribed by the JERC Regulation No. 23/2018 under Clause 5.52 & 5.53, which has not been done in the instant case.



Hence,

It is Ordered:

After detailed deliberations, submissions, site inspection, discussion, and on the observations so reached, the following is passed: -

1. The Respondent/Licensee (ED) is directed to instruct the Nodal Office (CGRF), Electricity Department to attend the Hearing without fail, which has not been done in this instant case.
2. The Respondent/Licensee (ED) is directed to follow the **'Processing of Application Form'** after receiving the application for new connection as per **JERC Regulation No. 23/2028 under Section 5.35**, which has not been done in this instant case.
3. The Respondent/Licensee (ED) is directed to follow the **JERC Regulation No. 23/2018 (ESC) and No. 06/2009 (SOP)** for providing new connection as per norms/guidelines, which has not been done in this instant case.
4. The Respondent/Licensee (ED) is directed to comply the **Clauses 5.13, 5.15 & 5.47 of JERC Regulation No. 23/2018 (Electricity Supply Code)** for extension of service line against new connection, thereby causing loss of government revenue.
5. The Respondent/Licensee (ED) is directed to give proper **'demand note'** in writing to the complainant after receiving the new connection form for want of documents, estimate charges of work etc. for future litigation as per JREC Regulation, which has not been done in this instant case.
6. The Respondent/Licensee (ED) is directed to issue a **'Memo'** to the concerned JE for his negligence part against new connection application kept in abeyance for more than a year without issue any **'demand note'** to the complainant for want of documents, estimate charges of work or whatsoever is require in writing timely and accordingly failed to provide new electricity connection timely after completion of all codal formalities by the complainant on 03/10/2023 as per JERC Regulation No. 23/2018 (Electricity Supply Code).
7. The Respondent/Licensee (ED) is directed to comply the **JERC Regulation No. 23/2028 under Section 5.135, 5.136 & 5.137** against **'Interest on Security Deposit and Review of Security Deposit'** as stated above.



- AB (IT)
8. The Respondent/Licensee(ED) is suggested to insist the consumer for installation of ELCB or RCCB for providing new connection on ground of safety aspects.
 9. The Respondent/Licensee (ED) is directed to submit compliance report within 15 days from the date of issue of receipt of this order as per JERC Regulation No. 26/2019 under Clause 27(1). **Further, from Sl. No. 1, 6 & 7 of the above said direction copy is also submit alongwith compliance.**
 10. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, non-compliance of the Forum Order shall be treated as violation of the Regulations of JERC and accordingly liable for action under Section 142 of the Electricity Act 2003.
 11. 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, Plot No. 55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram - 122015 (Haryana), Phone - 0124-4684708, 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 this Forum in any of the working days].

A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer(Chouldhari), 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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