
Shri. Amarjeet Singh Saini, Chairman.
Shri. J. Jaya Kumar, Member (Distribution Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

Ms. Indra Sary, D/o Late Dhayan Singh, R/o Caddle Gunj, Ferrargunj Tehsil,
South Andaman.

Versus

.....Respondent

Complaint No. : ANI/C.G. No. 36/2026 dated 23/09/2026.
Complaint : New Electricity Connection (Domestic)
Date of Hearing : 05/10/2026
Date of Order : 09/10/2026



ORDER

The complainant filed a complaint vide R.D. No. 206 dated 23/09/2026 regarding New Electricity Connection (Domestic).

The complaint was registered as **ANI/C.G. No. 36/2026** and forwarded on 24/09/2026 vide letter No. ANI/CGRF/10-478/159 to the Nodal Officer (CGRF), Executive Engineer (SAD), and Assistant Engineer(F/Gunj), Electricity Department, for submitting their reply/comments and attending the hearing fixed on 05/10/2026 at 11:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Sri Vijaya Puram, along with relevant documents to depose before the Forum. A copy of the said letter was also endorsed to the complainant for attending the hearing.

The Nodal Officer (CGRF)'s vide letter No. EL/AE(W/shop)/2-16/2026-27/204 dated 30/09/2026 whereby enclosed AE(F/Gunj)'s letter No. EL/AE/FG/3-20/2026-27/472 dated 28/09/2026 regarding submitting his reply/comments, which was received by the Forum vide R.D No. 295 dated 05/10/2026, which is kept in case file as **Exbt.-1**).

The Hearing was held on 05/10/2026 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Ms. Indra Sary, Complainant.
(ii) Shri. K. Sunil Kumar, Assist. Complainant.

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- (iii) The AE (W/Shop), NO(CGRF), Elect. Dept. (Absent)
- (iv) Shri. P.N. Choudhary, AE(F/Gunj), Elect. Dept.
- (v) Shri. Sunil Kumar, DRM, Elect. Dept.

Statement of the Complainant

The complainant stated in her complaint letter dated 22/09/2026 that "I have applying for Electric meter connection vide online application No. 47941 dated 22/08/2026 (Third time). Accordingly as per letter No. EL/SAD/AE-V/2026-27/200 dated 09/09/2026 for initiation of my electric meter connection. I have already paid the Security Deposit through SBI bank dated 10/09/2026 (Copy enclosed for ready reference). But today verbally I have called by Assistant Engineer, Electricity office, Ferrargunj in which he conveyed me that Electric meter connection cannot be provided due to non availability of legal hire and NOC. I had already submitted Indemnity Bond on behalf of NOC.

As I am a single parent and DRM having my daughter aged 10 yrs and I am facing difficulty in residing into my house without electric connection. Above all the facts I am very confused that after paying SD and all my connection are verbally conveyed not to be provided. Hence with heavy heart and great hope I am requesting your good self to look into the matter at the earliest please".

The complainant enclosed photocopies of the 3 Nos. online applications bearing No. 47941 dated 22/08/2026, No. 46541 dated 18/07/2026, No. 47424 dated 10/08/2026, Security Deposit receipt dated 10/09/2026, Indemnity Bond, Affidavit for Name Correction, ROR dated 21/08/2026, Death Certificate of her farther dated 20.12.2021, Aadhaar Card as ID Proof, Electoral ID Card, Islander Card and PAN Card, which is kept in the case file.

Reply of the Respondent

The AE-V(F/Gunj) submitted his reply on behalf of the respondent vide letter No. EL/AE/FG/3-10/2026-27/472 dated 28/09/2026 stated that: -

"1. The applicant Smti Indra Sary has applied for providing single phase domestic connection vide online application no. 47941 dated 22.08.2026 to the dwelling house constructed in her father's land with below mention documents:

- a) Affidavit for correction in her father's name.
- b) ID proof - Aadhaar card.
- c) ROR of survey no. 145/2 under village Caddlegunj record in the name Late Dhayan Singh.
- d) Indemnity Bond for non-submission of legal heir certificate and NOC from the legal heirs of Late Dhayan Singh.
- e) Death Certificate of Late Dhayan Singh.

Based on the above documents the connection was approved and the codal formalities was completed by the applicant on 10.09.2026.

The Junior Engineer Ferrargunj site office deployed staff for providing the connection to Smti Indra Sary, D/o Late Dhayan Singh, but her mother Smti Prem Sary raised objection and submitted objection letter on 23.09.2026 (copy enclosed) to the AE Ferrargunj.

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Keeping in view, the dispute/objection raised by the wife of Late Dhayan Singh, this office issued a notice to the applicant Smti. Indra Sary, D/o Late Dhayan Singh vide letter no. EL/AE/FG/3-9(a)/2026-27/462 dated 23.09.2026 (copy enclosed) to submit the below mention documents due to the reason of said property is undivided/portioned among the legal heir's and till such time the Connection kept on hold:

1. Legal heir certificate in respect of Late Dhayan Singh.

2. No Objection Certificate from all Legal Heirs of Late Dhayan Singh.

ACTION OF DEPARTMENT IS BONA-FIDE & AS PER REGULATION:

1. Initial acceptance of Indemnity Bond was done in good faith presuming applicant is lawful occupier as per Clause 5.30(7).

2. Upon receipt of written objection from mother, being Class-I legal heir and stating property is undivided, the property has become disputed. Continuing to release connection only on indemnity bond would violate spirit of Regulation 5.30 and may lead to law & order issue.

3. Notice for Legal Heir Certificate and NOC from other legal heirs is standard procedure adopted in all similar cases of undivided property to establish lawful occupancy and consent of co-shares.

4. Applicant has till date not submitted the required documents. Hence no cause of arises against the Department for deficiency in service.

PRAYER:

1. In view of above, it is most respectfully prayed that Ld. Forum may be pleased to:-

a) Dismiss the complaint as devoid of merit.

b) Direct the complainant to produce (i) Legal Heir Certificate of Late Dhayan Singh issued by competent Revenue Authority/DC Office, (ii) Registered NOC/Affidavit from all other legal heirs including objector mother, (iii) Proof of lawful occupation/partition deed if any, within 30 days.

c) Hold that this Department shall release the domestic connection within timeline prescribed under Regulation 5.46 after receipt of complete documents as per JERC Supply Code 2018,

d) Till then, connection may be kept in abeyance and applicant's Indemnity Bond alone cannot be considered sufficient in a disputed undivided property.

Submitted for kind consideration and further action please.

The respondent enclosed photocopies of Notice issued on 23/09/2026, online application vide No. 47941 dated 22/08/2026, Affidavit for name correction dated 20/08/2026, Indemnity Bond, Death Certificate of Dhayan Singh, ROR, SBI Receipt dated 10/09/2026, Objection letter dated 23/09/2026 and Aadhaar Card as ID Proof.

Submission of the Complainant During Hearing

The complainant, Ms. Indra Sary, submitted that she had applied online three times for a new electricity connection and, upon processing of her third application, deposited the Security Deposit on 10.09.2026. She stated that on 23.09.2026, she was called to the Site Office and informed that her mother had raised an objection, and was asked to submit the Legal Heir Certificate

and NOCs from all legal heirs. She submitted that, in lieu of the NOCs, she had furnished an Indemnity Bond, but the same was not accepted, due to which she approached the Forum.

She further stated that she started construction of the house in 2006 in the presence of her father and completed it gradually, without any objection during the construction. Even after the death of her father in 2021, she continued to complete the house and has since been residing there with her son. She stated that she is a single mother working in APWD as DRM and that the absence of electricity is causing hardship to her family. She also submitted that, a few days earlier, her daughter was bitten by a snake due to darkness at the premises. The complainant therefore requested the Forum to direct the Respondent to release the new electricity connection at the earliest.

Submission of the Respondent During Hearing

The Assistant Engineer(F/Gunj), appearing on behalf of the Respondent, submitted that the reply/para-wise comments dated 28.09.2026 may be treated as the submission of the Respondent. He further submitted that, following the objection raised by the wife of the landowner on 23.09.2026, the application has been kept in abeyance for want of the Legal Heir Certificate and NOCs from all legal heirs. He further submitted that the Service Deposit (SD) was already received on 10.09.2026 and that, upon submission of the aforesaid documents by the complainant, the electricity connection would be released accordingly.

Forum's Observation

The present complaint pertains to the application for release of a **new electricity connection** submitted by the Complainant, **Ms. Indra Mary, D/o Late Dhayan Singh**, R/o Caddle Gunj, Ferrargunj Tehsil, South Andaman. The Complainant had applied on three occasions through the online portal vide Application Nos. **46541 dated 18.07.2026, 47424 dated 10.08.2026 and 47941 dated 22.08.2026**. The latest application, i.e. Application No. 47941 dated 22.08.2026, was processed by the Respondent and the Complainant deposited the requisite security deposit on **10.09.2026**. Subsequently, on **23.09.2026**, she was informed by the Respondent that, in view of an objection raised by her mother vide letter dated 23.09.2026, the application had been kept in abeyance for submission of a Legal Heir Certificate/NOC from the legal heirs of Late Dhayan Singh. The Complainant submitted that she had already furnished an Indemnity Bond in lieu of the NOC and, being aggrieved by the non-processing of her application, approached the Forum seeking release of the electricity connection.

1. The Forum notes that, despite the Complainant having submitted the aforesaid applications, the Respondent did not issue any written deficiency note specifying the deficiencies or documents required to be furnished for processing the applications. The Forum observes that such omission is contrary to **Clause 5.35 of the JERC (Electricity Supply Code) Regulations, 2018**, which requires the Licensee, in case of an online application, to issue a written note regarding deficiencies within three working days from the date of submission of the application. **Clause 5.80 of**

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the aforesaid Regulations, 2018 also requires verification of the application and issuance of a written note where deficiencies are noticed. The relevant provisions are reproduced below:

"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".

"5.80 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".

2. The Forum has peruse the reply/para-wise comments submitted by the Respondent dated 28.09.2026, wherein it has been stated that the Complainant had submitted her Aadhaar Card as identity proof, an affidavit relating to correction of her father's name, Record of Rights in respect of Survey No. 145/2 at Caddle Gunj recorded in the name of Late Dhayan Singh, an Indemnity Bond towards non-submission of the Legal Heir Certificate/NOC, and the death certificate of Late Dhayan Singh. The Respondent has further stated that the connection was approved and the codal formalities were completed by the Complainant on 10.09.2026.
3. The Forum further notes from the reply/para-wise comments of the Respondent that the new connection application was kept on hold on account of an objection raised by the wife of Late Dhayan Singh, which was received on 23.09.2026. On the same date, the Respondent issued a notice requiring submission of a Legal Heir Certificate and NOC from all legal heirs of Late Dhayan Singh. The Forum is of the view that, once the new connection application had been accepted by the Respondent after completion of the applicable codal formalities by the Complainant, the release of the connection could ordinarily be restricted only on the basis of a **Court order, prohibitory/restraining order, order of a competent Revenue Authority, or any other legally binding direction** having such effect. However, in the instant case, the Respondent has not produced before the Forum any such document restraining or prohibiting the release of the new electricity connection as on the date of hearing.

However, the Forum further noted that the name of Smti. Prem Sary does not appear in the Record of Rights (RoR), and she has not produced any documentary evidence establishing ownership of, or any legally enforceable right or interest in, the property in question. In such circumstances, the authority or legal basis on which her objection to the release of the new electricity connection was entertained by the Respondent remains unexplained.

4. The Forum further notes that the requirement for submission of a Legal Heir Certificate/NOC from all legal heirs was raised only after the

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Complainant had completed the prescribed codal formalities. The Respondent has not indicated any specific clause, provision, or applicable regulation under which such additional requirement was subsequently insisted upon in the present case, whereas the completion of the requisite codal formalities by the Complainant had already been acknowledged by the Respondent in its reply/para-wise comments vide letter dated 28.09.2026.

5. The Forum also takes note of the fact that the Complainant has already furnished an **Indemnity Bond** in support of the application. The Forum is of the considered view that a dispute relating to ownership, title or inheritance, in the absence of any **legally binding order of a competent court or other competent authority restraining the release of electricity supply**, cannot, by itself, be treated as an absolute bar to processing the application for electricity supply, particularly when the applicant is in **physical and actual occupation of the premises** and has complied with the other applicable requirements. In this regard, the Forum also takes note of **Clause 5.30(7) of the JERC (Electricity Supply Code) Regulations, 2018**, which provides as follows:

"(7) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (6) above, also furnish a No Objection Certificate from owner of the premises:

Provided that where an applicant, who is lawful occupier of the premises, is a tenant or a leaseholder and is unable to produce the No Objection Certificate from owner for obtaining a connection, a separate Indemnity Bond shall be executed in favour of the Distribution Licensee in the form prescribed by the Distribution Licensee".

6. The Forum further notes the following relevant provisions applicable to the present case, which are required to be followed by the Respondent: -

As per Clause 5.1 of the JERC (Electricity Supply Code) Regulations, 2018 provides that the Licensee shall, on an application by the owner or occupier of any premises within its area of supply, give supply of electricity to such premises within the time specified in the Supply Code, subject to technical feasibility, compliance with the prescribed procedure and payment of the applicable charges.

The Forum further takes note of **Rule 3 of the Electricity (Rights of Consumers) Rules, 2020**, which recognises the duty of the Distribution Licensee to supply electricity on request made by an owner or occupier of any premises in accordance with the Electricity Act and the applicable rules and regulations, and also recognises the consumer's right to minimum standards of service for supply of electricity.

The Forum also takes note of **Rule 4(9) of the Electricity (Rights of Consumers) Rules, 2020**, as applicable, regarding the documents required for obtaining a new electricity connection. For new connections within the specified load, the mandatory documents principally relate to the identity of the applicant and proof of ownership/occupancy or, where such proof is unavailable, other permissible address proof.

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The Forum further takes note of **Rule 4(11) of the Electricity (Rights of Consumers) Rules, 2020, as amended**, relating to the maximum period within which a Distribution Licensee is required to provide a new connection after submission of an application complete in all respects, subject to the conditions specified therein.

As per **Clause 5.52 of the JERC (Electricity Supply Code) Regulations, 2018**, the overall timeline for releasing a new electricity connection, from the date of receipt of application, shall be as under:

"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

Further, as per **Clause 15(a) of the JERC (Standard of Performance for Distribution Licensee) (First Amendment) Regulations, 2024**, the applicable timeline is as follows:

15(a): Release of new electricity connection

	Nature of request	Timeline
i.	New connection/ additional load where supply can be provided from existing network	Metro Cities: within 3 days from receipt of application complete in all respect in the appropriate form.
		Urban/Municipal areas: within 7 days from receipt of application complete in all respect in the appropriate form.
		Rural area: within 15 days from receipt of application complete in all respect in the appropriate form.
		Rural area of Islands: 30 days from receipt of application complete in all respect in the appropriate form.

The Forum is also conscious of **Section 43 of the Electricity Act, 2003**, which casts a statutory duty upon every Distribution Licensee to give supply of electricity to the premises of an owner or occupier upon an application by such person, subject to the provisions of the Act and the applicable regulations. Therefore, once an application is complete in all respects and the prescribed requirements are fulfilled, the same is required to be processed within the applicable statutory and regulatory timeline.

Section 43(1) provides:

43 (1) Every distribution licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply

Further, under Section 43(3):

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43 (3) If a distribution licensee fails to supply the electricity within the period specified in sub-section (1), he shall be **liable to a penalty which may extend to one thousand rupees for each day of default.**

7. In the present case, the Complainant had submitted three online applications for release of a new electricity connection. The first application dated **18.07.2026** was rejected without issuance of any written deficiency note. The second application dated **10.08.2026** remains pending, without any written deficiency note having been communicated to the Complainant. The third application dated **22.08.2026** was processed by the Respondent for release of the new connection but was subsequently kept on hold, **despite the Complainant having completed all the requisite codal formalities.**
8. The Forum observes that the continued withholding of the new connection, after completion of all requisite codal formalities, is not in conformity with **Clause 15(a) of the JERC (Standard of Performance for Distribution Licensee) (First Amendment) Regulations, 2024**, which prescribes that a new connection shall be released **within 30 days from the date of receipt of an application complete in all respects in the appropriate form.** In the present case, the said prescribed period had already elapsed. Accordingly, the Forum directs the Respondent to **release the new electricity connection forthwith, without any further delay**, subject to compliance with the applicable statutory and safety requirements.
9. The Forum further takes note of **Clause 5.19 of the JERC (Electricity Supply Code) Regulations, 2018**, reads as under:
"5.19 Connection to any applicant residing in unauthorized colonies/areas or disputed property shall not be granted where a restraining/prohibition order has been issued by any Indian court and/or a restraining/prohibition order has been issued by any competent authority".

In the present case, the Forum notes from the documents placed on record that the Complainant is the daughter of **Late Dhayan Singh**, in whose name the relevant land record is stated to stand. The original owner having expired, the Complainant has furnished an **Indemnity Bond** in lieu of the NOC. The Forum further notes that the Respondent has not produced or placed on record any specific **order of an Indian Court, prohibitory/restraining order of a competent authority, order of the Revenue Authority, or any other legally binding direction** restraining the release of electricity connection to the Complainant. Accordingly, the material placed before the Forum does not establish the existence of any restraining or prohibitory order of the nature contemplated under **Clause 5.19** of the aforesaid Regulations, 2018.

10. During the hearing, the Forum observed that the Indemnity Bond submitted by the Complainant was not in the prescribed format required by the Respondent. Accordingly, the Forum directs the Respondent to provide the prescribed format of the Indemnity Bond in accordance with **Clause 5.30(7)** of the aforesaid Regulations, 2018, and the Complainant is directed to obtain the prescribed format from the Respondent and submit the duly executed Indemnity Bond to the office of the

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Respondent for the release of the new electricity connection without further delay, subject to completion of the requisite codal formalities.

11. The Forum is of the view that, as a matter of settled legal principle, electricity is a **basic amenity** which cannot ordinarily be denied to an occupant merely on account of a dispute relating to the land, as held by the **Hon'ble Supreme Court in Dilip (Dead) through LRs. v. Satish & Others, Criminal Appeal No. 810 of 2022, decided on 13.05.2022**, has categorically observed:
"It is now well settled proposition of law that electricity is a basic amenity of which a person cannot be deprived. Electricity cannot be declined to a tenant on the ground of failure/refusal of the landlord to issue no objection certificate. All that the electricity supply authority is required to examine is whether the applicant for electricity connection is in occupation of the premises in question."
12. During the **site inspection conducted by the Forum on 03.10.2026**, the Forum observed that the Complainant was residing in the newly constructed premises and that the premises were physically occupied by the Complainant. The Forum further observed that the electrical wiring, earthing and electrical appliances were in place, and the premises were found technically feasible for the release of a single-phase domestic electricity connection. The Respondent has also admitted in its reply/para-wise comments that the applicable codal formalities had already been completed by the Complainant. **810 of 2022, decided on 13.05.2022**
13. In view of the foregoing facts and circumstances, the Forum finds that the application ought not to have been kept pending merely on account of the subsequent objection raised by a family member, particularly when no Court order, prohibitory order or other legally binding direction restraining the release of electricity connection has been produced before the Forum. Accordingly, the electricity connection may be released to the Complainant's premises, subject to applicable law and the directions contained in the Order.
14. The Forum accordingly considers it appropriate to direct the Respondent to process and release the electricity connection to the Complainant in accordance with the applicable statutory and regulatory provisions, subjected to technical feasibility and completion of any remaining lawful formalities, without treating the objection dated 23.09.2026 as an absolute bar in the absence of any competent Court/authority order restraining such release.

The release of electricity connection shall be **only for the purpose of electricity supply** and shall not be construed as recognition, regularisation or conferment of any ownership, title, interest or other proprietary right over the land or premises. Since the Complainant has already completed the requisite codal formalities and no restraining or prohibitory order has been placed on record, the Forum directs the Respondent to release the new electricity connection without any further delay, subject to compliance with the applicable statutory and safety requirements.

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The Forum considers it appropriate to balance the requirement of compliance with the applicable Revenue verification and other statutory safeguards with the Complainant's legitimate requirement of basic electricity supply, without conferring or recognising any right, title or interest over the land or premises.

Hence,

It is ordered:

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

1. The **Complaint/Case No. ANI/CG No. 28/2026** is hereby closed with specific directions to the Complainant and the Respondent.
2. The Respondent is directed to release the new electricity connection to the Complainant, Ms. Indra Mary, for domestic purposes at the subject premises against her online **Application No. 47941 dated 22.08.2026**, at the earliest, as the Complainant has already completed all codal formalities, as acknowledged in the Respondent's reply/para-wise comments dated 28/09/2026, and the prescribed timeline for release of the connection has already elapsed. The Respondent shall take immediate necessary action to avoid further delay and the consequential penalty of up to Rs. 1,000/- for each day of default under Section 43(3) of the Electricity Act, 2003.
3. The Respondent is directed not to keep the application pending merely on account of the objection dated 23.09.2026 or non-submission of a Legal Heir Certificate/NOC from all legal heirs, unless a specific requirement to that effect is attracted under the applicable statutory/regulatory provisions or a competent Court/authority has issued a restraining or prohibitory order.
4. The Respondent is directed to provide the prescribed format of the Indemnity Bond to the Complainant in accordance with **Clause 5.30(7) of the aforesaid Regulations, 2018**. The Complainant shall obtain the prescribed format, duly execute the Indemnity Bond and submit the same to the concerned office of the Respondent to facilitate the release of the new electricity connection at the earliest, subject to completion of the requisite formalities.
5. The Respondent is directed to ensure that the release of the electricity connection is completed subject to technical feasibility and fulfilment of any remaining lawful formalities, within the applicable statutory and regulatory framework.

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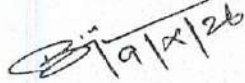
6. The Respondent is directed to ensure strict compliance with **Clauses 5.35 and 5.80 of the aforesaid Regulations, 2018**, by issuing a written deficiency note specifying the deficiencies, if any, and the documents required to be furnished by the Complainant for processing the application. In the case of an online application, such deficiency note shall be issued within three working days from the date of submission of the application, as prescribed under Clause 5.35 of the aforesaid Regulations, **which requirement was not complied with by the Respondent in the instant case.**
7. It is clarified that the release of electricity connection pursuant to this Order shall be solely for the purpose of supply of electricity and shall not be construed as recognition, regularisation or conferment of any ownership, title, succession, partition, possession, exclusive possession or other proprietary right over the land or premises. Any dispute relating to such matters shall remain open for determination by the competent Court/authority.
8. The Respondent is at liberty to take appropriate action, including disconnection of the electricity supply, in accordance with law, in the event of any order or direction of a competent Court/authority for eviction, removal of encroachment, demolition or otherwise prohibiting the continuation of electricity supply to the premises.
9. The Complainant shall ensure electrical safety at the premises and comply with all applicable electrical safety requirements. She is advised to install an Earth Leakage Protective Device (ELPD), wherever required, and to ensure that the internal wiring and electrical installation comply with the applicable safety standards.
10. 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.**
11. Non-compliance with this Order shall be treated as a violation of the 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.**
12. 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.
13. 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.

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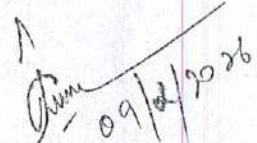
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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

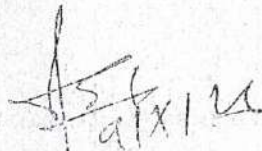
A certified copy of this Order be sent to the Superintending Engineer (Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer (F/Gunj), Assistant Engineer (IT), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).



(Biji Thomas)
Independent Member
Electricity CGRF



(J. Jaya Kumar)
Member (Distribution Licensee)
Electricity CGRF



(Amarjeet Singh Saini)
Chairman
Electricity CGRF

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