

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

\*\*\*\*\*

**Before:**

Shri. R. Ravichandar, Chairman.  
Smt. Biji Thomas, Independent Member (JERC Nominated).

**In the matter of:**

Shri. Abdul Lathif, R/o Delanipur, Sri Vijaya Puram.

.....Complainant

**Versus**

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

.....Respondent

**Complaint No.** : ANI/C.G. No. 31/2025 dated 28/10/2025.  
**Complaint** : New Service Connection (Domestic)  
**Date of Hearing** : 06/11/2025  
**Date of Order** : 07/11/2025



**ORDER**

**Background**

The complainant Shri. Abdul Lathif, R/o Delanipur, Sri Vijaya Puram, filed a complaint vide R.D. No. 1412 dated 28/10/2025 regarding New Service Connection (Domestic).

The complaint was registered as ANI/C.G. No. 31/2025 and forwarded on 29/10/2025 vide letter No. ANI/CGRF/10-418/902 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter the respondent for submitting reply/comments and for attending the Hearing fixed on 06/11/2025 at 09:30 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram along with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 06/11/2025 at 09.30 a.m.

The AE-I(HQ), Elect Dept., vide his letter No. EL/AE/SD-1/HQ/25-6/2025/818 dated 03/11/2025 with enclosures submitted reply / comments on behalf of the Respondent, which was received by the Forum vide R.D No. 1420 (1) dated 04/11/2025 (the letter is kept in case file) (**Exbt. -1**).

**Hearing on 06/11/2025**

The Hearing was held on 06/11/2025 in the Hearing Hall, Electricity CGRF at 09:30 a.m. The following were present: -

- (i) Shri. Abdul Lathif, Complainant.
- (ii) Shri. Anuj Kishen, JE, Elect. Dept.

**Statement of the Complainant**

The complainant Shri. Abdul Lathif, R/o Delanipur, Sri Vijaya Puram stated in his complaint letter dated 28.10.2025 that "Sir, With due respect, it is to state that I had applied for a Three-phase domestic electric meter connection vide online application no. 35481 dated 21.10.2025 (copy enclosed). But, it is to my despair that the application has been rejected by the Assistant Engineer-I(HQ) citing remarks of JE (Prem Nagar) w.r.t. PBMC order vide no. 3720 dated 17.09.2025.

*In this regard, it is to state that my family is amongst one of the oldest residents of the area, who have been residents for over 50 years in the same land. Now, that I have constructed a new building, I have applied for a new domestic connection for my own residential purpose, as electricity is one of the basic needs in the present times. Whereas, for the order issued by the PBMC is being pursued rigorously and the shortfalls in the construction of the building are being met in due course of time, for which rectification will hopefully be sought in the near future.*

*Further, in this regard it is to state that I am a Retd. Government Servant, retired in June 2025 after rendering a very long service in the Education department of A&N Administration. Also, it is to mention that my land is mortgaged for the purpose of availing housing loan, with substantial monthly EMIs already being deducted, placing a considerable financial burden on my pension, which is my only source of income.*

*We have already occupied the building as this is our sole owned residence in these islands, and lacking an electricity connection is seriously affecting our daily household activities and chores. Considering my old age, the basic need of electricity is taking a toll on my mental health including my family.*

*In view of the foregoing, I humbly request you to kindly look into the matter and grant the proposed three-phase domestic electric connection to our residence. I would be deeply obliged for your favorable consideration and prompt action.*

*Submitted for your kind perusal and necessary action please."*



The complainant enclosed photocopies of Online application no. 35481 dated 21/10/2025, Application status, Municipal Council Order No. 3720 dated 17.09.2025, Form F and Aadhaar card as ID proof, which is kept in the case file (**Exbt. -2**).

#### **Reply of the Respondent**

The Respondent submitted para-wise comments vide letter No. EL/AE/SD-1/HQ/25-6/2025/818 dated 03/11/2025 stated that:-

*"Sir, With reference to the CGRF letter No. ANI/CGRF/10-418/902 Dt. 29.10.2025 on the above mentioned subject regarding the complaint received from Shri. Abdul Lathif, S/o P.A. Moideen, R/o Delanipur wherein it was directed to submit all documents pertaining to new connection in respect of Shri. Abdul Lathif, R/o Delanipur.*

*In this regard, it is to submit that Shri. Abdul Lathif, S/o P.A. Moideen, R/o Delanipur had applied for new electricity connection vide Application No. 354814 Dt. 21.10.2025 (Flag- A). Accordingly, inspection was carried out and was rejected in pursuance to SPMC Order No 3720 Dated 17.09.2025 (Flag- B), wherein EE (HQ), Electricity Department was directed to not provide any service connection.*

*This is for your kind information and necessary action please."*

The Respondent enclosed photocopies of Online application no. 35481 dated 21/10/2025 and Municipal Council Order No. 3720 dated 17.09.2025, which is kept in the case file.

#### **Submission of the Complainant**

The complainant, Shri Abdul Lathif, explained that he and his family have been long-term residents of Delanipur for over five decades and have built their new house on their ancestral land with the help of a housing loan. He stated that despite fulfilling all required procedures and submitting an online application for a three-phase domestic connection, the Electricity Department rejected his request on the ground of a municipal order. He contended that the order cited by PBMC does not pertain to the entire structure but only to a minor portion of it, which is already under rectification and compliance.

He emphasized that being a retired government employee, living without electricity has caused immense hardship to his family and disrupted essential domestic functions such as water pumping, lighting, and basic appliances. He further added that non-supply of electricity to an occupied residential building



is inhuman and unreasonable, and requested the Forum to intervene and direct the respondent to issue the connection immediately.

#### **Submission of the Respondent**

The respondent stated that the complainant's application was duly processed as per departmental procedure. However, during verification, it came to light that the site falls under the purview of PBMC Order No. 3720 dated 17.09.2025, which explicitly instructed that no new electrical connections be provided to the said premises. In compliance with the order, the respondent could not proceed with energization. The respondent further clarified that its role is administrative and procedural, and it must be abided by the directions of civic authorities to avoid administrative conflict.

Nevertheless, the respondent expressed that it remains ready to provide connection as soon as the municipal restrictions are lifted or the Forum issues specific directions permitting such connection under conditions ensuring legal and electrical safety.

#### **Forum's Observation**

The present case arises out of the complaint filed by Shri Abdul Lathif, S/o P.A. Moideen, R/o Delanipur, before the Consumer Grievance Redressal Forum (CGRF), Electricity Department, A&N Islands, regarding denial of a three-phase domestic electricity connection to his residential premises situated on land bearing Survey No. 661/P/1/2. The complainant had applied for a new electricity connection vide Application No. 35481 dated 21.10.2025 through the online portal of the respondent. However, his application was rejected by the respondent on the basis of remarks, citing PBMC Order No. 3720 dated 17.09.2025, which allegedly restricted issuance of new service connections for the said premises.

Aggrieved by the rejection, the complainant approached the Forum seeking redressal, claiming that the denial of connection violated his basic right to access electricity for domestic purposes, particularly since the land and premises belong to him and are occupied by his family.

The complainant further brought to the Forum's notice that he is a retired government servant who superannuated in June 2025 from the Education Department of the A&N Administration, and that his pension is the sole source of income. The house in question is mortgaged for a housing loan, with monthly EMIs being regularly deducted. Denial of an electricity connection, he stated, has severely affected his family's daily life and caused mental distress, especially considering his advanced age and health condition.



He therefore prayed before the Forum to direct the respondent to issue the three-phase domestic service connection to his residence, emphasizing that electricity is a fundamental right and necessity for living and that the rejection was unjust and arbitrary.

Upon careful perusal of the records and after conducting a site inspection, the Forum observed that the premises is situated on land bearing Survey No. 661/P/1/2, which stands in the name of the complainant. The complainant and his family are residing in the said building, and the house is their only place of residence in these islands.

The PBMC Order No. 3720 dated 17.09.2025 pertains only to a portion of the construction deemed unauthorized, and not to the entire building structure. Denial of an electricity connection to the whole premises amounts to deprivation of a basic amenity necessary for day-to-day living.

The Forum noted that electricity supply is a basic human requirement, and the absence of the same adversely impacts the quality of life, particularly for senior citizens.

The Forum also recognized the respondent's legal obligation to comply with municipal orders but observed that essential services cannot be completely denied so long as the consumer is residing in the premises and further if any legal obligation, the respondent may execute an undertaking from the complainant for disconnecting the supply if any further direction from the competent authority in future.

**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 Case is closed with specific directions to the Complainant and the Respondent.
2. The Forum directs the respondent to provide a three-phase domestic electricity connection to the complainant's residence at Delanipur immediately, after observing all codal formalities subject to executing an undertaking from the complainant for disconnecting the supply if any further direction from the competent authority in future.



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3. The complainant shall advise to install an Earth Leakage Protective Device (ELPD) for ensuring personal and equipment safety.
4. The connection shall be issued strictly for domestic purpose only and shall not be used for any commercial or unauthorized additional load.
5. 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.
6. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
7. 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.

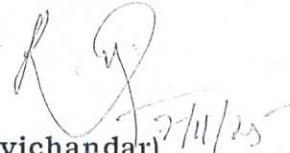
“The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3<sup>rd</sup> Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684700, E-mail: ombudsman.jercuts@gov.in **within one month from the date of receipt of this order**”.

*[Annexure - IV Appeal Form can be collected from the office of the Forum on any of the working days].*

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



(Biji Thomas)  
Independent Member  
Electricity CGRF



(R. Ravichandar)  
Chairman  
Electricity CGRF

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