

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. B. Papa Rao, President, Sri Shivaramadheekshitha Achalaguru Temple,
Near Tirupathi Temple, Dairy Farm, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 28/2025 dated 06/10/2025.
Complaint : New Service Connection for Temple
Date of Order : 13/10/2025



ORDER

Background

The complainant Shri. B. Papa Rao, President, Sri Shivaramadheekshitha Achalaguru Temple, Near Tirupathi Temple, Dairy farm, Sri Vijaya Puram, filed a complaint vide R.D. No. 1390 dated 06/10/2025 regarding New Service Connection for Temple.

The complaint was registered as ANI/C.G. No. 28/2025 and forwarded on 07/10/2025 vide letter No. ANI/CGRF/10-415/887 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-II(HQ), Electricity Department hereinafter Respondent for submitting reply/comments and attending the Hearing fixed on 15/10/2025 at 10:30 a.m. in the Electricity CGRF Building at Horticulture Road, Haddo, Sri Vijaya Puram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 15/10/2025 at 10.30 a.m.

The complainant had withdrawn his complaint vide his letter dated 08.10.2025 along with his affidavit dated 08.10.2025, which was received by the Forum vide R.D No. 1394 dated 08/10/2025 (the letter is kept in case file) (Exbt. -1).

Statement of the Complainant

The complainant stated in his complaint letter dated 06.10.2025 that "Respected Sir, I, Shri B. Papa Rao, S/o Shri B. Gopal, resident of Fisheries Colony, Dairy Farm, Sri Vijaya Puram, South Andamans, most respectfully submit this request for the urgent installation of a single-phase electricity meter at my premises (Survey/Plot No. 53/5/ 1), where a temple has been established for the benefit of the local community.

I had applied for a fresh electricity connection vide Application No. 32038 dated 21/07/2025 and have duly completed all formalities as required by the department. However, despite the submission of the application and the passage of considerable time, the meter installation is still pending.

Due to this delay, the temple remains without electricity, and during evening and night hours, it is in complete darkness. This situation is causing great difficulty to the devotees who regularly visit the temple, especially the elderly, women, and children. The absence of electricity not only hampers religious activities but also creates safety concerns for the community.

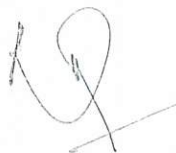
In light of the above, I humbly request your good office to kindly treat this as a matter of urgent priority and arrange for the immediate installation of the single-phase meter at the temple premises. This will bring immense relief to the worshippers and help in smooth functioning of daily prayers and community activities.

I shall remain grateful for your prompt action in this regard.

Thanking you in anticipation of your kind intervention."

The complainant stated in his affidavit dated 08.10.2025 that "I, Shri B Papa Rao, residing at Dairy Farm, Ward No. 14, Fisheries Colony, Sri Vijaya Puram, South Andaman District, hereby solemnly affirm and declare as follows: Complaint No: ANI/CG No. 28/2025 dated 06.10.2025.

1. That I am the applicant seeking a single-phase new electricity connection for Temple located at Dairy Farm, Ward No. 14, Fisheries Colony, Sri Vijaya Puram, South Andaman District.
2. That I had submitted the application along with all necessary documents to the Electricity Department for the installation of the new electricity connection for the temple.
3. That the Assistant Engineer (AE) of the Electricity Department has assured me that the application and related forms have been duly received and processed at their level.
4. That the AE has further informed me that the application form has been forwarded to the Junior Engineer (JE) for further verification and action in processing the connection.



5. That I understand and acknowledge that the connection will be provided as per the departmental norms and procedures once the necessary inspections and approvals by the JE are completed.
6. That I undertake to abide by all rules and regulations of the Electricity Department and use the connection exclusively for the temple's religious and community purposes.
7. That I solemnly declare that there is no dispute or grievance pending regarding the new electricity connection for the temple, and any matter related to it is in the process of being amicably settled.
8. That the statements made above are true and correct to the best of my knowledge and belief, and no material fact has been concealed or misstated."

The complainant enclosed photocopies of Online application no. 32038 dated 21/07/2025, Hon'ble High court's WPA no. 168/2025 dated 18.07.2025 and Aadhaar card as ID proof, which is kept in the case file (Exbt. -2).

Submission of the Complainant

The complainant submitted an affidavit alongwith a letter head which is marked as Exbt.-1 in which he conveyed that his application for a new electricity connection for the temple had been pending for a prolonged period, even after completing all formalities and document submissions. He emphasized that the temple serves as a vital spiritual and social center for the local community, and the absence of electricity was affecting daily worship and evening gatherings.

He stated that upon personal visits and discussions with the concerned officials, he was assured that his application had been duly processed and forwarded for verification. He expressed satisfaction with the assurance given by the Respondent that the connection would be released soon, acknowledging that the issue was under active consideration and nearing resolution.

The complainant also undertook to comply with all safety measures and departmental norms and expressed gratitude to the Forum for its intervention and guidance.

Forum's Observation

The case pertains to the request for a new single-phase electricity connection for a temple located at Dairy Farm, Ward No. 14, Fisheries Colony, Sri Vijaya Puram, South Andaman District. The temple has been established by the local community for religious and social purposes. The complainant, being the President and active member of the temple committee, had applied for a new electricity service connection for the temple vide Application No. 32038 dated 21/07/2025.



Despite having submitted all the required documents and completing the formalities, the connection was not provided even after a considerable lapse of time.

Finding no immediate redressal, the complainant approached the Consumer Grievance Redressal Forum (CGRF) on 06/10/2025, through Complaint No. ANI/CG No. 28/2025, seeking directions for the Respondent to expedite the connection process. Subsequently, the complainant submitted an affidavit dated 08/10/2025, stating that the Respondent had assured him of action and that the matter was being resolved amicably.

The complainant stated that he had duly applied for a new single-phase electricity connection for a temple located at Dairy Farm, Sri Vijaya Puram, for the benefit of the local residents. He mentioned that all documents, including the application form and supporting papers, had been submitted under Application No. 32038 dated 21/07/2025.

According to the complainant, despite the completion of all procedural formalities, the Respondent did not install the electricity meter at the premises even after the passage of a substantial period. This delay had resulted in the temple remaining without power, leaving it in darkness during evening and night hours.

Upon examination of the complaint, affidavit, and statements submitted, the Forum observed that the complainant had initially raised a grievance regarding the non-installation of a new electricity connection despite applying and completing all formalities.

However, in his subsequent affidavit dated 08/10/2025, the complainant acknowledged that the Respondent had taken cognizance of his application and assured him that the connection would be provided after the necessary verification and approval stages. The Forum noted that both parties had reached an understanding and that the matter appeared to have been resolved amicably outside the Forum.

The Forum also underscored the need for safety compliance through the installation of an Earth Leakage Protective Device (ELPD) to prevent electrical hazards.

Hence,

It is Ordered:

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

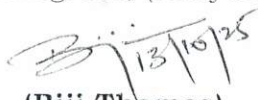


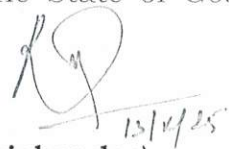
1. The Complaint No. ANI/CG No. 28/2025, in view of the request of the complainant, the complaint is dismissed as withdrawn. In addition to accepting the withdrawal of the complaint, the Forum issued the following directions to the Respondent and the Complainant for future safety and prevention.
2. The Respondent shall immediately process the complainant's application for a new single-phase service connection without any further delay after verifying the technical feasibility of the proposed connection after observing all codal formalities as per the regulations.
3. The Respondent shall ensure all safety norms and statutory requirements which are to be complied prior to energizing the connection.
4. The complainant shall install an ELPD (Earth Leakage Protective Device) at the premises for safety purposes.
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**, 3rd Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684709, E-mail: ombudsman.jercuts@gov.in **within one month from the date of receipt of this order**".

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

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