

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

Before:

Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Smti. Abelina Soreng, W/o Shri. Santosh Barla, R/o Garacharma, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 45/2025 dated 24/02/2026.
Complaint : New Connection (Domestic)
Date of Hearing : 06/03/2026
Date of Order : 10/03/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 1557 dated 24/02/2026 regarding New Service Connection (Domestic). The complainant enclosed photocopies of Online Application Form vide No. 30909 dated 18/06/2025, Indemnity Bond, letter to the Tehsildar, S.V.P. dated 19.06.2025, letter to the AE-III, Elect. Dept. dated 04.02.2026, Ration Card and Aadhaar card as ID proof, which is kept in the case file **(Exbt.-1)**.

The complaint was registered as ANI/C.G. No. 45/2025 and forwarded on 26/02/2026 vide letter No. ANI/CGRF/10-432/1001 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III(HQ), Electricity Department hereinafter the respondent for submitting reply/comments and for attending the Hearing fixed on 06/03/2026 at 10:30 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 06/03/2026 at 10.30 a.m.

The Respondent submitted his reply/para-wise comments vide his letter No. EL/AE/PP/1-12/2025/1293 dated 28/02/2026 with enclosures i.e. photocopies of Online Application Form vide No. 30909 dated 18/06/2025, Affidavit, Declaration/Undertaking, Ward Councillor's Certificate dated 28.04.2025, letter to the Tehsildar dated 19.06.2025, letter to the AE-III, Elect.

Dept. dated 28.02.2026, Ration card and Aadhaar card, which is kept in the case file. (Exbt.-2).

Hearing on 06/03/2026

The Hearing was held on 06/03/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Smti. Abelina Soreng, Complainant.
- (ii) Shri. Ramjan Ali, AE-III (HQ), Elect. Dept.
- (iii) Smti. R. Maheswari, JE, Elect. Dept.
- (iv) Shri. R. Raja, LMMR, Elect. Dept.

Statement of the Complainant

The complainant stated in her complaint letter dated 24.02.2026 that *"with due respect I am to state that I the undersigned have encroached a piece of Revenue land bearing Survey No. 417/P, measuring an area of 200 Sq.mtrs, situated at Garacharma village, under Sri Vijaya Puram Tehsil, South Andaman District and I have constructed a residential house in the above said land so I want to take 1 No. Domestic Electric Meter connection on the same residential house.*

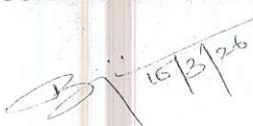
I have made an Indemnity Bond for the same duly signed by the concerned authority enclosed herewith and I am also enclosing herewith the copies of all other relevant documents for your kind perusal and sympathetic consideration please.

Therefore, I request you to kindly provide me the above said Domestic Electric Meter connection in my residential house as on usual payment at the earliest please."

Reply of the Respondent

The Respondent submitted para-wise comments vide letter dated 03/03/2026 alongwith endorsed the reply of JE's letter dated 28/02/2026 stated that *"kindly refer the Forum's letter under reference wherein it is directed to submit documents pertaining to the new electricity connection in respect of Smti Abelina Soreng, R/o Garacharma. The desired comments are as follow:-*

- 1. The complainant applied for fresh domestic electric connection in encroachment land bearing survey no, 417/P through online portal vide application no. 30909 dt. 18/06/2025 (copy enclosed Flag A).*
- 2. The Assistant Engineer-III in compliance with the directives issued vide A&N Administration circular no. 4-3/21/2015-Power dated 09/10/2023, which has been promulgated to ensure uniformity in the issuance of new electric connections to the general public and encroachers issued letter to the Tehsildar, Revenue Department.*
- 3. Assistant Engineer-III (HQ Division) vide letter EL/AE/PP/4-9/25-26/338 dt. 19/06/2025 (Flag B) requested to the Tehsildar, Revenue Department to confirm*


15/3/26

whether the mentioned land on which the applicants constructed their house is in settled possession.

4. The Tehsildar vide letter No. G-27/TSVP/2025/1422 dt. 28.06.2025 (Flag C) had intimated that "the revenue department under Andaman & Nicobar Islands Land Revenue and Land reforms Regulation, 1966 of strongly condemn any encroachment on government land and the granting of electrical connections to individuals who claim ownership of such land". This is for your kind information and further necessary action please."

Submission of the Complainant

The complainant stated that she is currently residing in a dwelling house constructed on encroached land situated at Garacharma village under Sri Vijaya Puram.

She submitted that due to the absence of electricity in the premises, her family members are facing serious inconvenience, thus, she applied through online an application requesting a domestic electricity connection for her residence.

The complainant also informed that she has executed an Indemnity Bond and submitted necessary documents along with the application.

She therefore prayed before the Forum that a domestic electric meter may kindly be provided so that basic electricity supply may be made available to her household.

Submission of the Respondent

The respondent submitted that the request for a new electricity connection was received through the online portal sent by the complainant on 18.06.2025.

The department forwarded the application to the Tehsildar, Sri Vijaya Puram vide letter No. EL/AE/PP/4-9/25-26/338 dated 19/06/2025 for obtaining the confirmation of 'settled possession' as per A&N Admn. Circular No. 4-3/21/2015-Power dated 09/10/2023.

Subsequently, the Tehsildar, Sri Vijaya Puram vide letter dated 28.06.2025, communicated that the Revenue Department strongly condemns encroachment on Government land under the provisions of the Andaman & Nicobar Islands Land Revenue and Land Reforms Regulation, 1966, and expressed objections to the grant of electricity connection to individuals on encroachment land.

Based on the said response received from the Revenue authorities, the respondent refrained from granting the electricity connection.

 15/3/26

Forum's Observation

The Forum observed that the complainant has admitted that the house has been constructed on encroachment land and it was also noted that the complainant is residing in the said premises and is facing hardship due to the lack of electricity supply. The complainant applied through the online electricity portal seeking a new domestic electricity connection for her residential premises constructed on the encroached land.

The Forum observed the reply received from the Tehsildar, Sri Vijaya Puram vide letter No. G-27/TSVP/2025/1422 dated 28/06/2025 submitted by the respondent wherein it was stated that *"the revenue department under Andaman & Nicobar Islands Land Revenue and Land Reforms Regulation, 1966, strongly condemn and any encroachment on government land and the granting of electrical connections to individuals who claim ownership of such land. The electricity department shall bear sole responsibility for providing electric connection to the encroacher upon encroachment land"*.

The Forum noted that the respondent had acted in accordance with the administrative circular by seeking clarification from the Revenue Department regarding the status of possession of the encroached land. However, the Forum had already **quashed** the said Circular dated 09/10/2023 issued by the AS(Power), A&N Admn. in earlier many cases, as it was seen not in accordance with the JERC Regulations for issuing new connection.

The Forum inspected the site on 03/03/2026 and found that the wiring was done and the complainant is in '**Settle Possession**'. The Forum noted that the access to essential services such as electricity is a basic necessity and the release of electricity connection to the applicant will not confer any right or equity in favour of the trespasser/encroacher/occupier to default the title of the lawful owner and shall not be treated as having rights or title over the premises.

The Forum therefore considered it appropriate to balance the interests of both the administrative authorities and the complainant by allowing the electricity connection subject to certain safeguards and undertakings.

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 release the electricity supply to the complainant as per Regulation 5.30(8) of the JERC Electricity Supply Code 2018.


[Handwritten signature]
10/3/26

3. The respondent is directed to follow the codal formalities for release of electricity connection as per regulations.
4. The Forum directs the complainant that the release of electricity connection **will not confer any right or equity** in favour of the trespasser/encroacher/occupier to default the title of the lawful owner and shall not be treated as having rights or title over the premises.
5. In case the competent authorities initiate eviction proceedings or remove the encroachment, the respondent shall have the liberty to disconnect the service connection without any further notice.
6. The complainant is advised to install an Earth Leakage Protective Device (ELPD) in the premises to ensure electrical safety and prevent leakage.
7. 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.
8. 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.
9. 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 Respondent, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684709, E-mail: ombudsman.jercuts@gov.in **within one month from the date of receipt of this order**”.

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

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