

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

Before:

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

In the matter of:

Shri. Hawaldar Yadav S/o Late Laljee Yadav, R/o Mahaveer Nagar, Prothrapur,
Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 23/2025 dated 14/08/2025.
Complaint : Name Change (Domestic)
Date of Hearing : 09/09/2025
Date of Order : 11/09/2025



ORDER

Background

The complainant Shri. Hawaldar Yadav S/o Late Laljee Yadav, R/o Mahaveer Nagar, Prothrapur, Sri Vijaya Puram, filed a complaint vide R.D. No. 1319 dated 14/08/2025 regarding Name Change (Domestic).

The complaint was registered as ANI/C.G. No. 23/2025 and forwarded on 18/08/2025 vide letter No. ANI/CGRF/10-410/845 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III(HQ), Electricity Department for submitting reply/comments and attending the Hearing fixed on 09/09/2025 at 11:30 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 09/09/2025 at 11.30 a.m.

The Respondent, vide his letter No. EL/AE/PP/1-12/2025/ 628 dated 25/08/2025 with enclosures submitted reply / comments on behalf of the Respondent, which was received by the Forum vide R.D No. 1332 dated 29/08/2025 respectively (the letter is kept in the case file) marked as (Exbt. -1).

Hearing on 09/09/2025

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

- (i) Shri. Hawaldar Yadav, Complainant.
- (ii) Shri. M. R. Sharma, AE(W/Shop), Elect. Dept.
- (iii) Shri. Naveen Lall, AE-III(HQ), Elect. Dept.

Statement of the Complainant

The complainant Shri. Hawaldar Yadav S/o Late Laljee Yadav, R/o Mahaveer Nagar, Prothrapur, Sri Vijaya Puram stated in his complaint letter dated 14.08.2025 that *"Sir/Madam, I, Hawaldar Yadav, S/o Late Laljee Yadav, am a resident of Mahaveer Nagar, Prothrapur. The electricity connection of my house is presently in the name of my late father, Shri Laljee Yadav.*

The land on which the house stands, originally in my father's name, had been transferred to my name as owner during his lifetime. After completing the required documentation, I approached the Electricity Department for the change of name in the electricity connection. Accordingly, I submitted an application to the Assistant Engineer, Electricity Department, on 02.07.2025.

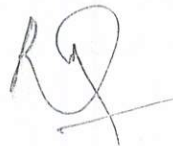
However, no action was taken on my application. On further enquiry, I was informed that a No Objection Certificate (NOC) from my brothers was required for processing the request. I clarified that the land is already registered in my name, yet my application was returned on 13.08.2025, stating that it could not be processed without an NOC.

Since my application has not received any positive outcome, I am once again submitting this request and kindly urge you to process the change of name in the electricity connection at the earliest."

The complainant enclosed photocopies of application for ownership change, letter to the AE-III, Elect. Dept., Payment receipt, Form-F, Death Certificate in r/o Late Laljee Yadav and Aadhar card as ID proof, which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent

The Respondent submitted para-wise comments on behalf of the Respondent vide letter No. EL/AE/PP/1-12/2025/628 dated 25/08/2025 stated that: -



1. "The consumer bearing A/C No. J/ 1498 is recorded in favour of Shri. Laljee Yadav.
2. The Complainant Shri. Hawaldar Yadav S/o Late. Laljee Yadav approached Sub division, Prothrapur for Ownership Changing of A/c no. J/ 1498 with stand recorded in favour of Shri. Laljee Yadav enquired to the staff of Subdivision office for change of ownership of the above said energy meter and the dealing staffs requested to submit No Objection from legal heirs of owner of the energy meter bearing A/c no. J/ 1498.
3. The undersigned is holding dual charges of Sub division I & III, So the Complainant could not meet the undersigned at Sub division- III during his visit at Sub division -III office and the staff dealing requested to submit No objection from legal heirs of owner of the energy meter bearing A/c no. J/ 1498 which is a usual practice done to avoid any legal issues if arrive in future by the other legal heirs.

As directed by the Forum, the following documents are enclosed:

- i) Copy of Consumer Profile
- ii) Meter reading book from 01/2024 to till date.

This is for your kind information and necessary action."

The Respondent, Electricity Department enclosed Meter Reading Record and Consumer Ledger, which is kept in the case file (**Exbt. -3**).

Submission of the Complainant

The complainant, Shri Hawaldar Yadav, emphasized that after the demise of his father, Late Shri Laljee Yadav, the property, and land records were legally mutated in his name. Despite this, the electricity service connection has continued in the name of his father. He submitted that he had applied on 02.07.2025 for change of ownership, but the respondent arbitrarily demanded NOC from his brothers, although they have no legal ownership over the property. His application was returned on 13.08.2025 without valid grounds, which he claimed was an act of negligence. He urged the Forum to direct the respondent to update the consumer records immediately in his name.

Submission of the Respondent (Licensee)

The Respondent, through its written reply, contended that the application for ownership change was duly received from Shri Hawaldar Yadav. However, in order to prevent any future disputes, the Respondent's staff requested NOC from other legal heirs of the deceased consumer. The Respondent admitted that the complainant is recorded as owner in Form F but reiterated that obtaining NOC is a precautionary measure widely followed across similar cases. The Respondent also stated that due to the undersigned holding dual charges of Subdivision I and III, the complainant could not meet



the officer personally. The Respondent expressed willingness to process the ownership change subject to the Forum's directions.

Forum's Observation

The present case arises from a dispute regarding the change of ownership in respect of an electricity service connection bearing Account No. J/1498, which was originally issued in the name of Late Shri Laljee Yadav, resident of Mahaveer Nagar, Prothrapur.

After the death of the recorded consumer, his son, Shri Hawaldar Yadav, the Complainant, approached the Respondent for transfer of the connection into his name. The complainant submitted an application dated 02.07.2025 along with supporting documents including the death certificate of Late Shri Laljee Yadav and Form F, which was duly issued on 06.06.2025, recognizing the ownership of the land in the name of the complainant.

Despite submission of documents, the application was not accepted and the complainant was informed that a No Objection Certificate (NOC) from his brothers/legal heirs would be required for processing the ownership change. The complainant contended that as the land had already been transferred to him during the lifetime of his father, and he was the sole registered owner, such a requirement of NOC was unjustified. However, the application was returned by the respondent on 13.08.2025 without resolution.

Aggrieved by the inaction of the respondent, the complainant approached the Consumer Forum seeking intervention for early transfer of the connection.

The complainant, Shri Hawaldar Yadav, stated that the electricity connection of his residential house at Mahaveer Nagar, Prothrapur, continues to remain in the name of his deceased father, Late Shri Laljee Yadav. He submitted that prior to his father's demise, the land and property were duly transferred to him, making him the sole owner as per revenue records and Form F issued by the competent authority.

On 02.07.2025, he submitted a formal application to the respondent, seeking transfer of the service connection in his name. Despite compliance with necessary procedures, his request was not processed. Instead, Respondent's staff insisted upon production of NOC from his brothers/legal heirs, which he asserted was not applicable in his case since the property stood solely in his name.

Further, on 13.08.2025, his application was returned unprocessed, causing unnecessary hardship and delay. He therefore sought the Forum's



intervention for immediate transfer of the connection to his name, contending that the respondent's requirement of NOC was unjustified and beyond the regulations.

The Respondent submitted that the electricity service connection bearing Account No. J/1498 is presently recorded in the name of Late Shri Laljee Yadav. It was admitted that the complainant, Shri Hawaldar Yadav, had applied for ownership change of the said connection.

The Respondent stated that during his visit to Subdivision-III, the complainant could not meet the Sub Divisional Officer as the officer was holding dual charges of Subdivision I & III. The staff dealing with such matters therefore requested the complainant to provide No Objection Certificates (NOCs) from the other legal heirs of Late Shri Laljee Yadav before the application could be processed.

It was further submitted that such requirement of NOC from all legal heirs is a routine departmental practice to safeguard against possible disputes in future, as other heirs may raise objections at a later stage.

The Respondent thus justified its action and stated that the complainant's application could not be processed without the NOC from other heirs.

The Forum carefully examined the submissions of both parties, along with the documents on record. It is observed that the electricity service connection was originally in the name of Late Shri Laljee Yadav. The complainant, Shri Hawaldar Yadav, has furnished the death certificate of Late Shri Laljee Yadav. The complainant has also submitted Form F, issued on 06.06.2025, certifying that the land on which the connection exists has been transferred to and stands in the name of Shri Hawaldar Yadav. Clause 5.88 of JERC (Electricity Supply Code) Regulations, 2018 clearly provides that transfer of a consumer's name to the legal heir(s) is to be allowed upon submission of valid documents, including proof of ownership and death certificate of the original consumer.

The Forum notes that while the respondent has cited "usual practice" of demanding NOC from legal heirs, the regulations themselves do not impose such a mandatory requirement where ownership is undisputed and legally vested with the applicant. The insistence on NOC, in this case, has unnecessarily delayed the transfer process, despite the complainant being the recognized and sole owner of the premises. Hence, the Forum concludes that the respondent must proceed with the ownership change in accordance with the regulations without any further delay.



Hence,

It is Ordered:

After detailed deliberations, submission 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 Respondent and the Complainant.
2. The Respondent is directed to transfer the service connection bearing A/C No. J/1498 from the name of Shri. Laljee Yadav (Late) to Shri. Hawaldar Yadav along with the existing security deposit within 15 days from the date of this order.
3. The Respondent shall not insist upon NOC from other legal heirs when the applicant provides valid ownership documents and death certificate of the recorded consumer.
4. The Respondent shall conduct a technical verification of the premises to assess the connected load and ensure compliance with the safety norms. If any enhancement of connected load is found during the verification, the ^{Respondent} department may collect an additional security deposit as per the regulations.
5. The complainant shall install an ELPD (Earth Leakage Protective Device) at his premises for ensuring electrical safety and preventing any leakage.
6. The Respondent shall update its records and issue a fresh consumer profile and billing details in the name of Shri Hawaldar Yadav.
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.

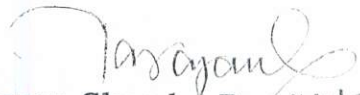


"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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


(Narayan Chandra Baroi) 11/9/2025
Member (Licensee)
Electricity CGRF


(R. Ravichandrar) 11/9/2025
Chairman
Electricity CGRF

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