

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

Before:

Shri. Amarjeet Singh Saini, Chairman.
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. K. Hari Babu, S/o Late K. Pydiyya, R/o Calicut Village, Sri Vijaya Puram
Tehsi, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 19/2026 dated 28/07/2026.
Complaint : New Electric Connection (Domestic)
Date of Hearing : 08/09/2026
Date of Order : 10/09/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 142 dated 28/07/2026 regarding New Electric Connection (Domestic).

The complaint was registered as ANI/C.G. No. 19/2026. However, the Forum could not process the case due to non-appointment of the Chairperson and Member (Distribution Licensee), and the grievance was accordingly kept in abeyance until the prescribed quorum was constituted. Subsequently, pursuant to the A&N Admn. Office Order No. 2200 dated 18/08/2026, the Chairperson and Member (Distribution Licensee) were appointed. Accordingly, the Chairperson, CGRF reported for duty on 24/08/2026. However, the Member (Distribution Licensee) has not yet reported for duty, as he has not been relieved off from his present place of posting till date.

Upon reporting for duty by the Chairman, the Forum decided to take up the grievance kept in abeyance for hearing and, accordingly, forwarded the grievance vide letter No. ANI/CGRF/10-461/110 dated 25/08/2026 to the Nodal Officer (CGRF), EE (HQ) and AE-III, Elect. Dept., hereinafter the respondent for submitting all documents pertains to the complaint and for attending the Hearing fixed on 08/09/2026 at 10:30 a.m. in the Electricity

155
10/9/26

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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 aforesaid date, time and venue, which is kept in case file as **Exbt.-1.**

The Respondent vide letter No. EL/AE/PP/1-12/2026-27/716 dated 04/09/2026 submitted his reply/comments, which were received by the Forum vide R.D No. 153 dated 07/09/2026, which is kept in case file as **Exbt.-2).**

Hearing on 08/09/2026

The Hearing was held on 08/09/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. K. Hari Babu, Complainant (Absent).
- (ii) Shri. J. Jayakumar, AE (W/Shop), NO(CGRF), Elect. Dept.
- (iii) Shri. Deepak Mondal, AE-III, Elect. Dept.

Statement of the Complainant

The complainant stated in his complaint letter dated 28/07/2026 that "I was applied domestic electrical connections for my new house on 22/06/2026, still now no one has come to my house for verification, in between one day. I was contacted with JE for electrical connection, sir, told we have no electrical meters, it will take nearly four months, we have meters but it will be distributed to P.M. Scheme so there is no meters for us. So kindly take necessary needful action for me.

The complainant enclosed photocopies of online application no. 45531 dated 22/06/2026 and 45529 dated 22/06/2026, ROR and Aadhaar as ID proof.

Reply of the Respondent

The AE-III(HQ) submitted his reply on behalf of the respondent vide letter No. EL/AE/PP/1-12/2026-27/716 dated 04/09/2026 stated that "the complaint filed by Shri K. Hari Babu, R/o Calicut, Sri Vijaya Puram, in respect of delay in providing new service connections. In this regard, the Junior Engineer, Birdline Site Office vide letter dated 04/09/2026 has submitted a detailed report on the matter. The report has been examined and the para-wise comments are submitted as under: -

- The consumer had applied for 02 Nos. of New Service Connections vide Application Nos. 45529 and 45531 dated 22/06/2026. At the time of receipt of the applications, the required energy meters were not available at the Site Office, due to which the applications could not be processed further.

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10/09/26

- Subsequently, the required energy meter was arranged on an emergency basis from the stock available for the 213 PMAY consumers, in order to facilitate the service connections and avoid further delay.
- Thereafter, the applications were inspected on 31/08/2026, and the requisite estimates were prepared on 01/09/2026. The consumer deposited the Fixed Deposit (FD) and estimate amount on 02/09/2026. After completion of the necessary formalities and receipt of the requisite payments, 02 Nos. of new service connections were provided on 04/09/2026.
- It is therefore submitted that the initial delay in processing the applications was primarily due to the non-availability of energy meters. However, all possible steps were taken by the Site Office to facilitate the consumer and provide the connections at the earliest after arranging the meter and completion of the requisite formalities.

It is, therefore, requested that the above para-wise comments may kindly be taken on record for further necessary action in the matter."

Submission of the Complainant

The complainant, Shri K. Hari Babu, on the date of hearing stated that the Respondent during the pendency of the case has provided electricity connections to his premises and that he is satisfied with the same.

Submission of the Respondent

The Assistant Engineer-III (HQ), on behalf of the Respondent, submitted that the delay in providing the new electricity connections was caused due to non-availability of energy meters at the concerned Site Office. He further submitted that, due to the exigency of the matter, two energy meters were arranged from the stock available for 213 PMAY consumers, and after completion of the requisite formalities and payment of the prescribed charges by the complainant, both new service connections were provided at the consumer's premises on 04/09/2026.

Forum's Observation

The Forum has carefully considered the complaint, the reply/comments of the Respondent and the submissions made during the hearing. It is observed that the complainant had applied for two new domestic electricity connections vide Application Nos. 45529 and 45531 dated 22/06/2026, but the applications could not be processed initially due to non-availability of energy meters at the concerned Site Office.

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The Forum observes the Respondent's reply wherein he submitted that at the time of receipt of the applications, the required energy meters were not available at the Site Office, due to which the applications could not be processed further.

The Forum observes that, as per **Clause 5.1** of the JERC (Electricity Supply Code) Regulations, 2018, the Licensee is required, upon an application by the owner or occupier of premises situated within its area of supply, to provide electricity supply within the time specified under the Supply Code. Further, **Clause 5.52** prescribes the overall timeline for release of a new electricity connection from the date of receipt of a complete application. For island areas, where supply can be provided from the existing network, the prescribed timeline is **30 days from receipt of the complete application**.

In the present case, the Forum further observes from the Respondent's submissions that inspection was conducted only on 31/08/2026, the requisite estimates were prepared on 01/09/2026 and the complainant deposited the Fixed Deposit and Estimate Amount on 02/09/2026. Thereafter, the Respondent arranged two energy meters on an emergency basis from the stock earmarked for 213 PMAY consumers and provided the two new service connections on 04/09/2026.

The Forum is of the view that, even though availability of an energy meter is necessary for a new connection, mere non-availability of meters at the concerned Site Office cannot ordinarily justify avoidable delay in processing a complete application for a new electricity connection. The Licensee is required to maintain adequate arrangements for timely processing and release of connections in accordance with the timelines prescribed under the Supply Code.

The Forum further observes that there was a substantial gap between the date of submission of the applications, i.e. 22/06/2026, and the date of inspection, i.e. 31/08/2026. The Respondent has primarily attributed the initial delay to non-availability of energy meters. The Forum, therefore, considers it necessary that the Respondent examine the reasons for such delay and take appropriate corrective measures to ensure compliance with the prescribed timeline in future cases.

The Forum also takes note of the Respondent's submission that the two meters were arranged from the stock earmarked for 213 PMAY consumers. While the Forum appreciates the emergency action taken by the concerned Site Office, such diversion of meters from stock earmarked for other sanctioned consumers/schemes highlights the need for proper assessment, planning and maintenance of meter inventory. Such emergency arrangements should not adversely affect the implementation of other sanctioned schemes or commitments of the Licensee.

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Since the two new service connections have already been provided to the complainant on 04/09/2026, the grievance raised in the present complaint stands substantially redressed. Nevertheless, considering the admitted shortage/non-availability of energy meters and the possibility of similar delays being faced by other consumers, the Forum considers it appropriate to issue specific directions to the Respondent for remedial and preventive action.

Accordingly, the Forum is of the considered view that the new electricity connections have been provided to the complainant and that the complainant has expressed satisfaction with the redressal of his grievance. Accordingly, the Forum decides to dispose of the complaint, with specific directions to the Respondent to ensure adequate availability of energy meters, review pending applications affected due to shortage of meters, and take necessary corrective measures to prevent recurrence of similar consumer grievances and avoidable litigation 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 Complaint/Case No. ANI/CG No. 18/2026 is closed with specific directions to the Respondent.
2. The Respondent is directed to take necessary measures to ensure adequate availability and proper maintenance of stock of energy meters at the concerned Site Office(s), based on the existing demand and anticipated requirement, so as to avoid recurrence of similar issues and consequent delay in providing new electricity connections to eligible consumers.
3. The Respondent shall review all pending applications for new electricity connections which are delayed due to shortage/non-availability of energy meters and shall take necessary corrective action for their expeditious processing and disposal in accordance with the timelines prescribed under **Clause 5.1 & 5.52 of the JERC (Electricity Supply Code) Regulations, 2018**, so as to avoid recurrence of similar consumer grievances and future litigation.
4. 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.

Handwritten signature and date: 10/11/24

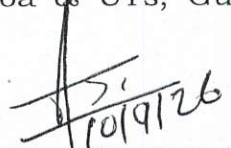
5. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
6. The complainant shall not be harassed overtly or covertly 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 (Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-III, 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


(Amarjeet Singh Saini)
Chairman
Electricity CGRF

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