

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. M. Damodar Rao, R/o Haddo Village, Sri Vijaya Puram Tehsil, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 26/2026 dated 13/08/2026.
Complaint : New Electric Connection (Domestic)
Date of Hearing : 07/09/2026
Date of Order : 11/09/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 186 dated 13/08/2026 regarding New Electric Connection (Domestic).

The complaint was registered as ANI/C.G. No. 26/2026. 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 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/10-459/111 dated 25/08/2026 to the Nodal Officer (CGRF), EE (HQ) and AE-I(HQ), Elect. Dept., hereinafter the respondent for submitting all documents pertains to the complaint and for attending the Hearing fixed on 07/09/2026 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 aforesaid date, time and venue, which is kept in case file as **Exbt.-1.**

151
11/9/26

The Nodal Officer (CGRF)'s vide letter No. EL/AE(W/shop)/2-16/2026-27/164 dated 02/09/2026 whereby enclosed AE-I(HQ)'s letter No. EL/AE/SD-I/HQ/25-6/2026/916 dated 02/09/2026 regarding submitting his reply/comments, which was received by the Forum vide R.D No. 141 dated 02/09/2026, which is kept in case file as **Exbt.-2).**

Hearing on 07/09/2026

The Hearing was held on 07/09/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. M. Damadar Rao, Complainant.
- (ii) Smti. M. Sarashwathi, Assist. Complainant.
- (iii) Shri. J. Jayakumar, AE (W/Shop), NO(CGRF), Elect. Dept.
- (iv) Shri. Naveen Lall, AE-I, Elect. Dept.
- (v) Shri. A. Siddique, JE(Phoenix Bay), Elect. Dept.

Statement of the Complainant

The complainant stated in his letter dated 13/08/2026 that "I, Shri M. Damodhar Rao, R/o Haddo, Sri Vijaya Puram, respectfully submit the following for kind consideration and necessary intervention of the Hon'ble Forum: -

1. That electricity connection was earlier available at my residence bearing Consumer No. C/6167. The said connection was disconnected by the Electricity Department sometime in July 2024 due to non-payment of electricity bills. At that time, I was away in mainland (Andhra Pradesh) for my treatment and remained there for a prolonged period, due to which the electricity bills could not be paid in time.
2. I returned to Sri Vijaya Puram sometime in the month of May 2025 and came to know that the electricity connection had already been disconnected. I thereafter approached the concerned Assistant Engineer, Electricity Department, for reconnection vide my letter dated 20/05/2025 (Copy Enclosed). I was informed by the Officials that if the outstanding dues were fully paid, the electricity connection would be restored.
3. Accordingly, I cleared the entire outstanding payment on 20/06/2026 and approached the concerned office for reconnection. However, I was informed that I was required to apply afresh for a new electricity connection due to permanent disconnected. In the meantime, I was transferred from Sri Vijaya Puram to Hut Bay (Little Andaman) in connection with my Government service and, due to unavoidable circumstances, I could not immediately submit a fresh application. Whenever I come to my residence at Sri Vijaya Puram from Hut Bay, I am compelled to stay in the house without electricity, causing considerable hardship and inconvenience.
4. I applied online for a new electricity connection on 03/07/2026 vide Online Application No. 45897 (Copy Enclosed). However, the application was rejected by the Electricity Department without giving me any prior notice or reasonable opportunity to furnish the required documents. The rejection remarks mentioned in the online status are as follows "Requested to reapply along with Election Card / Ration Card mandatorily having the same

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11/9/26

address as proof of occupancy of the premises as per JERC (Electricity Supply Code) Regulation 2018, Clause 5.30 along with Aadhaar Card of the applicant". (Copy of the Online Application Status is Enclosed).

5. I respectfully submit that the above deficiency could have been communicated to me for submission of the required documents instead of rejecting the application outright. I am ready and willing to furnish the Ration Card having the same address of the premises along with my Aadhaar Card, as specifically required in the rejection remarks.
6. Further, the provisions of the JERC (Electricity Supply Code), 2018, including the provisions relating to processing of applications and submission of documents, require the Licensee to examine the application and communicate deficiencies/shortcomings to the applicant. Therefore, rejection of the application without giving me an opportunity to submit the required documents has caused unnecessary hardship and appears contrary to the procedure prescribed under the said Regulations.
7. In the present case, there is no dispute regarding my identity or occupancy of the premises. The earlier electricity connection Consumer No. C/6167 existed at the same premises, and I have also cleared the outstanding dues on 20/06/2026. I am now prepared to comply with the documentary requirements mentioned by the Department.
8. Accordingly, I request that my Online Application No. 45897 dated 03/07/2026 may kindly be reconsidered/accepted along with the enclosed Ration Card showing the same address as proof of occupancy and Aadhaar Card as identity proof, as required under Clause 5.30 of the JERC (Electricity Supply Code) Regulations, 2018. I am also enclosing Declaration, Affidavit and Undertaking for ready reference and record.

In view of the above facts and circumstances, I therefore humbly request the Hon'ble Chairman, CGRF, to kindly:

- a) take cognizance of the rejection of my Online Application No. 45897 dated 03/07/2026 without providing an opportunity to submit the required documents;
 - b) direct the Electricity Department to accept/reconsider my application along with the Ration Card and Aadhaar Card and other enclosed documents;
 - c) direct the concerned authority to process my application in accordance with the JERC (Electricity Supply Code) Regulations, 2018, as amended from time to time, and provide the new electricity connection at the earliest; and
 - d) pass any other appropriate direction deemed fit in the interest of justice, considering that the earlier connection was disconnected in 2024, the outstanding dues have already been cleared, and I have been compelled to live without electricity at my residence for a considerable period.
- I shall be highly obliged for your kind and early intervention".

The complainant enclosed photocopies of online application no. 45897 dated 03/07/2026, Application Status dated 07/07/2026, Representation submitted to AE-I vide letter dated 20/05/2026, Consumer Profile bearing Consumer No. C/6167, Ration Card, Aadhaar as ID proof, Declaration/

Undertaking dated 03/07/2026, Undertaking dated 03/07/2026 and Affidavit dated 03/07/2026.

Reply of the Respondent

The AE-I(HQ) submitted his reply on behalf of the respondent vide letter No. EL/AE/SD-I/HQ/25-6/2026/916 dated 02/09/2026 stated that "the letter under reference regarding the Complaint/Representation No. ANI/CG No. 26/2026 dated 13/08/2026, filed by Shri M. Damodhar Rao, Consumer No. C/6167, before the Electricity Consumer Grievance Redressal Forum (CGRF), has been received from the Junior Engineer, Phoenix Bay Site Office.

The Junior Engineer, vide letter No. EL/JE/P.BAY/F-33/26-27/124 dated 01/09/2026 has furnished the factual position of the case along with the relevant supporting documents. As per the comments furnished, the service connection of the consumer was disconnected due to non-payment of electricity dues and subsequently dismantled on 20/11/2024 following due departmental procedure. It has further been reported that the consumer has subsequently cleared the outstanding electricity dues; however, restoration/ reconnection of the dismantled service connection is not permissible as the premises falls under the Encroachment Category, as per the applicable provisions.

In this connection, the para-wise comments along with copies of the relevant documents, including the Ledger Sheet, Dismantling Notice and the consumer's request for reconnection, are enclosed herewith for kind perusal.

The same is, therefore, forwarded to your good office for kind information, consideration and further necessary action at your end, please."

The respondent enclosed photocopies of JE's letter dated 01/09/2026, Consumer Ledger bearing Consumer No. C/6167, Notice dated 10/08/2024 and complainant's letter dated 20/05/2026.

Submission of the Complainant

The complainant, Shri M. Damodhar Rao, submitted during the hearing that the electricity connection bearing Consumer No. C/6167 was disconnected due to non-payment of electricity charges while he was away in the mainland for medical treatment and was subsequently dismantled by the Electricity Department on 20/11/2024. After clearing the outstanding dues, he approached the department for restoration of the connection and was advised to apply afresh. Accordingly, he submitted online Application No. 45897 dated 03/07/2026, which was rejected with remarks for want of Election Card/Ration Card bearing the same address as proof of occupancy. He further submitted that no time or opportunity was given to furnish the required documents before rejection of the application. He therefore approached the Forum for new connection in accordance with the JERC Regulation.

Submission of the Respondent

The Assistant Engineer-I (HQ), on behalf of the Respondent, submitted that the reply/comments on the complaint have already been furnished vide

letter No. EL/AE/SD-I/HQ/25-6/2026/916 dated 02/09/2026. He further submitted that, as reported by the Junior Engineer, Phoenix Bay, the service connection bearing Consumer No. C/6167 was disconnected due to non-payment of electricity charges/dues and was subsequently dismantled on 20/11/2024 following due departmental procedure. It was further submitted that although the complainant has subsequently cleared the outstanding dues, restoration/reconnection of the dismantled service connection is not permissible as the premises falls under the Encroachment Category.

Forum's Observation

The Forum observes that the complainant, Shri. M. Damodhar Rao, had applied for a new electricity connection through the online portal vide Online Application No. 45897 dated 03/07/2026. The said application was rejected by the Respondent with the remarks that the complainant was required to submit Election Card/Ration Card mandatorily having the same address as proof of occupancy of the premises, as per Clause 5.30 of the JERC (Electricity Supply Code) Regulations, 2018, along with Aadhaar Card of the applicant.

The Forum further observes that the complainant had earlier been provided an electricity connection vide Consumer No. C/6167, which was disconnected due to non-payment of electricity charges and subsequently dismantled on 20/11/2024. The outstanding electricity charges/dues were thereafter cleared by the complainant. However, mere payment of outstanding dues, after permanent dismantling of the service connection, does not by itself entitle the complainant for restoration of the dismantled connection and the request is required to be considered in accordance with the provisions applicable to a fresh connection, as per JERC Regulations.

The Forum, however, finds a material discrepancy in the records produced by the Respondent. The dismantling notice dated 10/08/2024 stated that the connection had remained disconnected for the preceding six months, whereas the consumer ledger placed before the Forum reflects consumption and corresponding billing up to 06/2024. The Forum is therefore of the considered view that the record relating to the date and status of disconnection, billing and subsequent dismantling requires greater procedural and documentary consistency.

The Forum further observes that the electricity connection bearing Consumer No. C/6167 was permanently disconnected/dismantled by the Respondent on 20/11/2024. However, the Respondent has not placed before the Forum any specific record or statement indicating whether the security deposit, if any, lying against the said consumer account was refunded to the complainant after permanent disconnection/dismantling of the service connection. The Forum, therefore, considers it necessary that the Respondent shall verify the consumer ledger and other relevant records and ascertain the status of the security deposit, including the amount, if any, refundable to the complainant, as per **Clause 5.113 of the JERC (Electricity Supply Code), Regulation, 2018 read as** *"The security deposit shall be returned to consumer upon termination of Agreement within 30 days of adjustment of all dues. In case*

of delay, interest equivalent to the State Bank of India Base Rate on the 1st of April of that year shall be payable to the consumer”.

The Forum further observes that **Clause 9.3(1) of the aforesaid Regulations, 2018** provides that, in case of non-payment of the Licensee's dues, the Licensee may issue a written disconnection notice under Section 56 of the Electricity Act, 2003, after giving the consumer a **minimum notice period of 15 working days** for payment of the dues. Further, **Clause 9.4** provides that the supply shall be disconnected only after giving the prescribed notice period and only if the cause of disconnection is not removed within such period.

The Forum also takes note of **Clause 9.5**, under which, in the cases specified therein, after temporary disconnection the Licensee is required to issue a notice providing **45 days in the case of a domestic consumer and 15 days in the case of other categories** for removal of the cause of disconnection, failing which permanent disconnection may follow. Further, **Clause 9.7** deals with permanent disconnection and provides, inter alia, that where the service of a consumer remains continuously disconnected for 180 days, the Agreement shall be deemed to be terminated only after the further period specified therein.

In the present case, the Forum finds that the dismantling notice dated 10/08/2024 did not adequately disclose the applicable statutory/regulatory procedure and the requisite time available to the consumer for removal of the cause of disconnection. In particular, the notice placed before the Forum does not clearly demonstrate that the consumer was afforded the **minimum period prescribed under Regulation 9.3(1)/Regulation 9.4 and, wherever applicable, the further notice contemplated under Regulation 9.5**, before permanent disconnection/dismantling was undertaken.

The Forum therefore records a serious procedural concern regarding the manner in which the disconnection and subsequent dismantling of Consumer No. C/6167 were undertaken. The Licensee is expected to strictly adhere to the procedure prescribed under **Chapter 9 of the Electricity Supply Code, 2018** and cannot substitute an internal departmental procedure for the mandatory notice and time requirements prescribed by the Commission, which was not followed in this instant case.

The Forum specifically directs that, in all future cases of disconnection, permanent disconnection or dismantling of service connections, the Licensee shall mandatorily serve a proper written notice upon the concerned consumer **strictly in accordance with the applicable provision of Chapter 9 of the JERC (Electricity Supply Code) Regulations, 2018**. The notice shall clearly specify the reason for the proposed action, the outstanding dues/cause of disconnection, the date from which the notice period is consider, the last date available to the consumer for removal of the cause/default, and the consequences of failure to comply. The Licensee shall not proceed to disconnection, permanent disconnection or dismantling before expiry of the applicable statutory/regulatory notice period.

JS
11/9/26

The Forum further observes that the complainant submitted Online Application No. 45897 dated 03/07/2026 for a new connection, but the application was rejected without communicating the deficiency within the prescribed period. **As per Clause 5.35 of the JERC (Electricity Supply Code) Regulations, 2018** read as "For all application forms pertaining to release of supply of new connections, the Licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the Licensee shall acknowledge its receipt on the spot. In case the application is submitted online, the Licensee shall issue a written note regarding shortcomings in the application within 3 working days from the date of submission of application". In the instant case, instead of communicating the deficiency to the complainant within the prescribed period and providing an opportunity to furnish the required documents, the application was directly rejected with the aforesaid remarks. The Forum, therefore, observes that the prescribed procedure under Regulation 5.35 was not followed by the Respondent, thereby causing avoidable hardship to the complainant.

The Forum also observes that the reply submitted by the Respondent vide letter No. EL/AE/SD-I/HQ/25-6/2026/916 dated 02/09/2026 does not specifically address Online Application No. 45897 dated 03/07/2026 or explained whether any deficiency notice was issued within the prescribed period under Regulation 5.35. The reply primarily deals with the earlier disconnection and dismantling of Consumer No. C/6167 on the ground that the premises falls under the **Encroachment Category**. Thus, the specific grievance regarding rejection of the online application without communicating the deficiency within the prescribed time has not been satisfactorily addressed by the Respondent.

The Licensee shall be at liberty to refer the land in question to the competent authority for determination of "**settled possession**", in accordance with the applicable rules and procedures. However, if the competent authority fails to respond or remains silent within the stipulated period, the Licensee shall proceed to process and release the electricity connection within the prescribed period of **one month**, subject to fulfilment of all codal formalities under the applicable JERC Regulations. In the event the competent authority rejects the application and the Licensee is duly intimated of such rejection, but no eviction is carried out for a period of **one month** from the date of such rejection, the Licensee shall also be at liberty to release the electricity connection, subject to the applicable rules and Regulations, until the actual eviction of the complainant from the land in question, in view of the settled position of law that electricity is a basic amenity which cannot be denied to an occupant merely on account of a dispute relating to the land, as held by the **Hon'ble Supreme Court in Dilip (Dead) through LRs. v. Satish & Others, Criminal Appeal No. 810 of 2022**, without such release conferring any right, title or interest in the land and without prejudice to the powers of the competent authority to take action for eviction in accordance with law.

JS
11/9/26

The Forum also takes note of the judgment dated **11/07/2025** passed by the Hon'ble High Court at Calcutta, Circuit Bench at Port Blair, in **WPA No. 216/2025, Krishnawathi vs. Union of India & Others**. In the said judgment, the Hon'ble Court, while considering the issue of electricity connection to an occupier of Government revenue land, specifically relied upon the **Full Bench judgment in Abhimanyu Mazumdar vs. The Superintending Engineer & Another**, wherein it was categorically held that an illegal occupier is also entitled to obtain an electricity connection. The Hon'ble Court further held that **Clause 5.30 of the JERC (Electricity Supply Code) Regulations, 2018** does not fetter the right of an occupant to seek electricity connection, and observed that an illegal occupier cannot be prevented from obtaining electricity merely on account of inability to produce the documents prescribed under the said clause. Accordingly, the Hon'ble Court set aside the rejection order and directed the Electricity Department to provide electricity connection subject to compliance with all formalities. The Hon'ble Court also made it clear that such electricity connection does not confer any right, title or interest over the Government land.

Furthermore, **Section 43 of the Indian Electricity Act 2003, read as "Every Distribution Licensee, shall, on an application by the owner or occupier of any premises, give supply of such electricity of such premises within one month after the receipt of the application of such supply"**.

As per **Clause 5.27 of the JERC (Electricity Supply Code) Regulation, 2018** requires an application for new connection to be accompanied by the prescribed identity and ownership/occupancy documents. **Clause 5.30** specifies the documents which may be accepted as proof of ownership or occupancy. In the present case, the complainant has produced the documents referred to in the rejection remarks, including Election Card/Ration Card bearing the same address along with Aadhaar Card.

During the inspection conducted on 08/09/2026 at 11:30 hrs, the Forum observed that the complainant is in physical possession of the premises and that the existing electrical wiring and other electrical appliances/equipment earlier used by him are still available therein. The complainant has also produced Election Card/Ration Card bearing the same address along with Aadhaar Card, as well as Declaration/Undertaking and Affidavit regarding his occupation of the premises. The documents produced appeared to correspond with the complainant and the premises. However, the Forum confines these observations to the physical possession and documents produced before it and does not adjudicate upon the ownership or legal status of the land.

The Forum further takes note of the settled legal position that electricity supply to an occupier in settled possession is intended only to meet the basic requirement of electricity and cannot be construed as recognition, regularisation or conferment of ownership or any other right over the land. In the present case, the complainant is not a new or recent claimant/encroacher to the premises; he was an existing consumer of the Electricity Department bearing Consumer No. C/6167 and had been enjoying electricity supply at the

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11/9/26

premises prior to its disconnection and subsequent permanent dismantling on 20/11/2024 on account of non-payment of electricity dues, as per the applicable provisions. During the site inspection conducted by the Forum, the complainant was found to be in physical possession of the premises, with the existing electrical wiring and electrical appliances/equipment still available therein. The complainant has also produced documents supporting his occupation of the premises.

Accordingly, the Forum is of the considered view that, notwithstanding the Respondent's categorisation of the premises as falling under the **Encroachment Category**, the complainant, being an occupier in continuous and physical possession of the premises, ought not to be denied electricity supply solely on that ground. It is also significant that the complainant had earlier been provided an electricity connection by the Licensee in the year **2019**, bearing **Consumer No. C/6167**, on the basis of his occupation of the premises, and the said connection continued to be associated with the premises until its disconnection and subsequent permanent dismantling on **20/11/2024**. The complainant continues to reside in and remain in physical possession of the premises; hence, the question of subsequently establishing "**settled possession**" does not arise in the facts of the present case.

The Forum further observes that, after permanent disconnection and where reconnection is sought after six months, **Clause 9.13 of the JERC (Electricity Supply Code) Regulations, 2018** requires compliance with the formalities applicable to a **new connection**, including applicable dues, service-line charges, security deposit and other prescribed requirements. Accordingly, the Respondent shall process the complainant's request under the said provision, subject to applicable technical, statutory, safety and codal requirements.

Such supply shall be confined to electricity purposes and shall neither confer any right, title or interest in the Government land nor prejudice the competent authority's power to take action regarding the land, including eviction, in accordance with law.

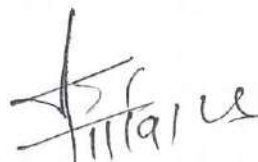
In view of the above, the Forum considers it appropriate to balance the interests of administrative authorities and the complainant by allowing the electricity connection subject to necessary safeguards.

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. 26/2026** is hereby closed with specific directions to the Complainant and the Respondent.



2. The complainant shall submit a fresh application for new electricity connection, through online or offline mode as permissible under the **JERC (Electricity Supply Code) Regulations, 2018**, in his capacity as occupier of the premises, along with the requisite supporting documents, including those produced before the Forum. Since the earlier connection was permanently disconnected and reconnection is sought after more than six months, **Clause 9.13** shall apply and the request shall be processed as a **new connection**, subject to payment of applicable dues, service-line charges, security deposit and compliance with all applicable technical, statutory, safety and codal requirements.
3. On receipt of the fresh application along with the requisite documents, the Respondent shall process the same in accordance with the **JERC (Electricity Supply Code) Regulations, 2018**, as amended from time to time, and, subject to fulfilment of the applicable technical, statutory and codal requirements, shall release the electricity connection to the complainant within the prescribed period.
4. The Respondent shall not reject the fresh application merely on the ground of the deficiency already communicated in the rejection remarks, since the complainant has subsequently produced the requisite documents before the Forum. Any further deficiency, if found, shall be communicated to the complainant in accordance with the applicable provisions of the aforesaid Regulations, 2018, and reasonable opportunity shall be afforded to rectify the same.
5. The Respondent is directed not to reject any application for a new electricity connection without serving a deficiency notice in accordance with **Clause 5.35** of the aforesaid Regulations, 2018, wherever any deficiency is noticed, so as to ensure due compliance with the prescribed procedure and to avoid unnecessary future litigation.
6. The release of electricity connection shall not confer or create any right, title, interest or equity in favour of the complainant or any other occupant over the premises and shall not be treated as regularisation or recognition of any encroachment or unauthorised occupation.
7. In the event of any order/direction of the competent authority for eviction, removal of encroachment, demolition or otherwise prohibiting the continuation of electricity supply to the premises, the Respondent shall be at liberty to take appropriate action, including disconnection of the electricity supply, in accordance with law.
8. The complainant shall ensure electrical safety at the premises and is advised to install an Earth Leakage Protective Device (ELPD) and comply with all applicable electrical safety requirements.

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9. The Respondent shall verify the records and ascertain whether the security deposit, if any, against the previous electricity connection of Consumer No. C/6167 has already been refunded. If the security deposit has not been refunded, the Respondent shall refund the same to the complainant in accordance with **Clause 5.133** of the aforesaid Regulations, 2018, which provides that the security deposit shall be returned to the consumer within **30 days** of adjustment of all dues and that, in case of delay, interest equivalent to the State Bank of India Base Rate applicable on 1st April of that year shall be payable.
10. The Respondent is hereby directed that in all future cases of disconnection of electricity supply on account of non-payment or any other ground covered by **Chapter 9** of the aforesaid Regulations, 2018, a proper written notice shall invariably be served upon the concerned consumer strictly in accordance with the applicable Regulation, which was not done in the instant case.
11. In cases of non-payment of dues, the Respondent shall strictly comply with **Clause 9.3(1)** of the aforesaid Regulations, 2018, and serve a written notice **under Section 56 of the Electricity Act, 2003**, providing the consumer with a **minimum period of 15 working days** for payment of the dues before disconnection. The Respondent shall also comply with **Clause 9.4**, wherever applicable, and shall not disconnect the supply before expiry of the prescribed notice period.
12. Where permanent disconnection is proposed following temporary disconnection, the Respondent shall strictly comply with **Clause 9.5** and the applicable provisions of **Clause 9.7** of the aforesaid Regulation, 2018. The prescribed notice periods and procedural safeguards shall be strictly observed before permanent disconnection or dismantling of the service connection.
13. The Respondent shall furnish to the Forum and the complainant a clear statement showing the amount of security deposit, if any, pertaining to Consumer No. **C/6167**, the date of termination of the agreement, adjustment of dues, and the amount refunded or adjusted, along with supporting records, as part of the compliance report.
14. 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**.
15. 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**.

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16. 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.

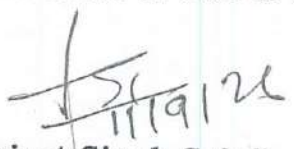
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog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