

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. Tapash Biswas, S/o Shri. Sudhir Biswas, R/o Ramakrishna Pur, Little Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 60/2025 dated 04/03/2025.
Complaint : New Electricity Connection (Commercial)
Date of Hearing : 11/03/2025
Date of Order : 13/03/2025



ORDER

Background

The complainant Shri. Tapash Biswas, S/o Shri. Sudhir Biswas, R/o Ramakrishna Pur, Little Andaman, filed a complaint vide R.D. No. 1023 dated 04/03/2025 regarding New Electricity Connection (Commercial).

The complaint was registered as ANI/C.G. No. 60/2025 and forwarded on 04/03/2025 vide letter No. ANI/CGRF/10-383/654 to the Nodal Officer (CGRF), Executive Engineer (SAD) and Assistant Engineer(Hut bay), Electricity Department for submitting reply/comments and attending the Hearing fixed on 11/03/2025 at 11:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Sri Vijayapuram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 11/03/2025 at 11.30 a.m.

The Assistant Engineer (Hut bay), Electricity Department vide his letter No.EL/LA/AE/12-27/2024-25/1324 dated 07/03/2025 submitted reply/comments on behalf of the Licensee/Respondent (ED) (the letter is kept in case file) (**Exbt. -1**).

Hearing on 11/03/2025

The Hearing was held on 11/03/2025 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. Nihar Biswas, Authorized Complainant.
- (ii) Shri. S.K. Roy, AE(H/Bay), Elect. Dept.

Statement of the Complainant

The complainant Shri. Tapash Biswas, S/o Shri. Sudhir Biswas, R/o Ramakrishna Pur, Little Andaman stated in his complaint letter dated 04.03.2025 that "Sir, With due respect, I would like to state that I own a shop on my jointly recorded land, bearing Survey No. 294, covering an area of 0.1400 hectares, situated at Ramkrishna Pur-16 Km, Little Andaman. My father, mother, brother, and their families have been residing on this land for the past 50 years. I have made several follow-ups with the Electricity Department, Little Andaman, both online and offline, but there has been no progress on my application, and my requests have been repeatedly rejected.

Furthermore, I would like to mention that I reside with my joint family, and my grocery shop is my sole source of income. The lack of electricity is causing significant hardship in running my business and supporting my family. Therefore, I kindly seek your intervention in expediting the process. I request you to take the necessary steps to ensure a timely electricity connection for my shop. The details of my application are as follows:

Applicant Name: Tapash Biswas

Application Numbers: 28035A (dated 27/02/2025), 27876A (dated 20/02/2025), 26406A (dated 11/12/2024)

Premises Address: Ramkrishna Pur- 16 Km, Little Andaman

Type of Connection: Commercial

Load Requirement: 926 Watts (2KVA / 3.89 Amps)

I have attached copies of all relevant documents, including my application form, property ownership proof, identity proof, No Objection Certificate, and Indemnity Bond, for your kind perusal.

I humbly request you to kindly provide an electricity connection to my shop at the earliest. I would be extremely grateful for your prompt action regarding this matter."

The complainant enclosed photocopies of Form-F, Registration certificate dated 18/07/2022, Certificate of residence, Deed of Indemnity dated 25/02/2025, NOC, online application no. 27876, 28035 & 26406 dated



20/02/2025, 27/02/2025 & 11/12/2024 respectively, Islander card and Aadhaar card as ID proof, which is kept in the case file **(Exbt. -2)**.

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-II submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/LA/AE/12-27/2024-25/1324 dated 07/03/2025 stated that: -

1. "Shri Tapash Biswas, S/o Shri Sudhir Biswas, R/o R.K. Pur, applied for a new commercial service connection through the online portal vide application No. 28035 dated 27/02/2025.
2. Upon verification of documents on 06/03/2025, it was observed that the NOC uploaded by the applicant was not signed by all legal shareholders as mentioned in Form-F of Sy No. 294. As a result, the application was rejected on the same date.
3. It is further noted that while all legal shareholders were present at the station, they refused to sign the NOC, raising concerns regarding their intentions. This is submitted for your kind information and necessary action."

The AE-II, Electricity Department enclosed photocopies of Form-F, Deed of Indemnity dated 25/02/2025, NOC, online application no. 28035 dated 27/02/2025 respectively and Aadhaar card as ID proof, which is kept in the case file **(Exbt.-3)**.

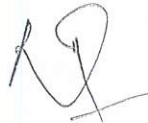
Submission of the Complainant

Shri Tapash Biswas, a resident of Little Andaman, submitted multiple applications for a commercial electricity connection for his grocery shop, which is located on jointly owned land. Despite fulfilling all formalities and providing necessary documents, his application was rejected repeatedly.

The rejection was based on the absence of signatures from all joint landowners on the No Objection Certificate (NOC). However, there was no formal legal objection or court case by any of the legal heirs, against the connection. The lack of electricity was causing severe financial hardship to him and his family, as his shop was the only source of income. He, therefore, approached the Consumer Forum seeking relief and intervention to secure an electricity connection.

Submission of the Respondent (Licensee)

The Electricity Department, Little Andaman, confirmed that Shri Tapash Biswas applied for a new commercial electricity connection for his grocery shop under Application No. 28035. During document verification, it was found that



the NOC was incomplete, as it was not signed by all joint landowners as per the records in Form-F of Survey No. 294.

Although all joint owners were physically present at the station, they refused to sign the NOC, leading to uncertainty about their consent. Since the property was jointly owned, and not all stakeholders had provided explicit approval, the application was rejected as a procedural safeguard. The department sought further clarification from the Consumer Forum regarding the matter.

Forum's Observation

Shri Tapash Biswas, a resident of Ramkrishna Pur-16 Km, Little Andaman, applied for a commercial electricity connection for his grocery shop located on a jointly recorded land bearing Survey No. 294, covering an area of 0.1400 hectares. The land has been jointly occupied by his father, mother, brothers, and their families for the past 50 years. Despite making multiple follow-ups both online and offline, his application for an electricity connection was repeatedly rejected by the Electricity Department, Little Andaman.

Tapash Biswas submitted three applications:

Application No. 28035A, dated 27/02/2025.

Application No. 27876A, dated 20/02/2025.

Application No. 26406A, dated 11/12/2024.

Each application sought a commercial connection with a load requirement of 926 Watts (2KVA / 3.89 Amps). He also submitted the necessary documents, including property ownership proof, identity proof, a No Objection Certificate (NOC), and an Indemnity Bond. However, his application was rejected on the grounds that the NOC was not signed by all legal shareholders of the land as mentioned in Form-F of Survey No. 294. Additionally, during document verification, it was noted that while all legal shareholders were physically present at the station, they refused to sign the NOC. As per the supply code regulation 2018, the NOC may be insisted from a consumer, who is not an owner but an occupier of the premises only, so in this case the complainant is one of the joint property owners who has all the rights to the property till any disputes or court cases arises by the co-owners for providing electricity connection. The Forum also verified the documents submitted by the complainant that, Adar card and the Form-F, the jointly land record of revenue department which is the valuable documents as acceptable proof of identity and proof of ownership respectively. The AE/ Hut Bay also stated in the hearing that no such dispute or court case received by the department from any one of the co-owners against for providing the electric connection. Hence, the Forum directs the respondent to provide the commercial electricity connection subject to technical feasibility and after observing all codal formalities and within the time frame mentioned in the standard of performance regulations.



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 Case is closed with specific directions to the complainant and the Respondent/Licensee (ED).
2. The Forum directs the respondent to provide the electricity commercial connection to Shri Tapash Biswas's shop subject to technical feasibility and after observing all codal formalities and within the time frame mentioned in the standard of performance regulations.
3. If any objections raised by the co-owners or any court directions regarding the ownership of the said premises the department have the liberty to deny the electricity connection.
4. The Complainant is advised to install Earth Leakage Protective Device (ELPD) in the wiring to prevent any leakage and fire hazards and safety of equipment's in the premises.
5. The Respondent/Licensee (ED) 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**".

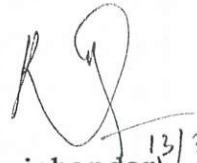
[Annexure – IV Appeal Form can be collected from the office of the Forum on any of the working days].



A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (SAD), Nodal Officer (CGRF), Assistant Engineer (Hut Bay), 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) 13/3/25
Member (Licensee)
Electricity CGRF


(R. Ravichandar) 13/3/25
Chairman
Electricity CGRF

XXX

AE (IT)