

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:

Shri. G Karmegam, S/o Late Gopal, Shop No. 1, Gumties Near Fish Jetty, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 49/2025 dated 05/03/2026.
Complaint : New Connection (Commercial 3 phase)
Date of Hearing : 13/03/2026
Date of Order : 18/03/2026



ORDER

Background

The complainant filed a complaint vide R.D. No. 1575 dated 05/03/2026 regarding New Service Connection (Commercial 1 phase). The complainant enclosed photocopies of online application no. 40462 dated 23.02.2026, NQC from SVPMC, Shop Monthly Rent Receipt from PBMC and Aadhaar Card, which is kept in the case file as **Exbt.-1**.

The complaint was registered as ANI/C.G. No. 49/2025 and forwarded on 06/03/2026 vide letter No. ANI/CGRF/10-436/1010 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department hereinafter the respondent for submitting reply/comments and for attending the Hearing fixed on 13/03/2026 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 13/03/2026 at 10.30 a.m.

The Respondent submitted reply/comments vide letter No. EL/AE/SD-I/HQ/25-5/2026/283 dated 10/03/2026 with enclosures i.e. Online application status report, Online application No. 40462 dated 23/02/2026, NOC from SVPMC, Shop Monthly Rent Receipt from SVPMC and Aadhaar Card, which is kept in case file as **Exbt.-2**.

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Hearing on 13/03/2026

The Hearing was held on 13/03/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. G.K. Vishwanathan, Authorized by the Complainant.
- (ii) Shri. Naveen Lall, AE-I (HQ), Elect. Dept.
- (iii) Shri. Sandeep Mukherjee, AE, NO(CGRF), Elect. Dept.

Statement of the Complainant

The complainant submitted in his complaint letter dated 05.03.2026 stated that "I had applied for a new electricity connection through the online portal vide application no. 40462 dated 23.02.2026 for my shop premises allotted by the Port Blair Municipal Council (PBMC). However, my application has been rejected on the grounds of non-submission of the shop allotment order copy issued by PBMC.

In this regard, I would like to inform your good office that the original allotment order copy was unfortunately destroyed in a fire incident. Due to this unforeseen and unavoidable circumstance, I am presently unable to produce the original document or any copy of the required document.

The shop has been lawfully allotted to me by PBMC (SVPMC), and I had submitted a No Objection Certificate obtained by the PBMC (SVPMC) and recent Monthly Shop Rent Receipt dated 13.01.2026, which was also required for issuance of electric current. I am willing to submit any alternative proof, certified copy, affidavit, or undertaking as may be required by the department.

In view of the above genuine difficulty, I humbly request your good office to kindly consider my request for obtaining the electric connection in the shop allotted in my name by the PBMC (SVPMC) and issue necessary directions to the department for processing the electricity Connection.


I shall remain grateful for your kind consideration."

Reply of the Respondent

The Respondent submitted reply/para-wise comments vide letter dated 10/03/2026 stated that "the complaint filed before the CGRF regarding rejection of the online application for a new electricity connection bearing Application No. 40462 dated 23.02.2026 in the name of Shri G. Karmegam, the following submission is placed for kind consideration.

The applicant had applied for a Commercial Single Phase electricity connection for the shop premises located at Shop No. 01, Gumties near Fisheries Jetty, Phoenix Bay, Sri Vijaya Puram.

During scrutiny of the online application and the documents submitted by the applicant, it was observed that the shop allotment order copy issued by the Sri Vijaya Puram Municipal Council (PBMC/SVPMC) was not submitted. The said document is required as proof of lawful allotment/occupancy of the shop premises for processing the electricity connection application.



In the absence of the required PBMC (SVP) allotment order copy, the application could not be processed further. Accordingly, the online application was rejected on 24/02/2026 with the remarks "to submit the order copy issued by PBMC (SVP)" (Enclosure-I) for verification.

It is submitted that the rejection of the application was done as per the applicable provisions and required document verification procedures for sanction of a new electricity connection.

This is submitted for kind information of the Hon'ble CGRF for providing electric connection, the relevant provision of JERC Regulation 2018, Clause 5.30 is reproduced below for ready reference:

QUOTE

5.30 Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- 1) Copy of the registered sale deed or lease deed or rent agreement and in the case of agricultural connections, a copy of khasra/ khatauni/ khatanakal;
- 2) Registered General Power of Attorney;
- 3) Municipal/Panchayat tax receipt or Demand notice or any other related document;
- 4) Letter of allotment;
- 5) Copy of the house registration issued by the Panchayat/ownership certificate issued by Revenue Authorities;
- 6) Any other ownership related document issued by local Government Authority.
- 7) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (6) above, also furnish a No Objection Certificate from owner of the premises.

UNQUOTE

The Documents submitted by the applicant in his Online Application were (Enclosure-II):-

1. Online application No. 40462 dated 23.02.2026.
2. No Objection Certificate dated 23.02.2026 from the Office of the Municipal Council, Sri Vijaya Puram.
3. Shop monthly payment receipt dated 13.01.2026, in the name of Shri. G. Karmegam.
4. Aadhar card of the applicant."

Submission of the Complainant

The complainant submitted that he had applied for a new electricity connection through the online portal vide Application No. 40462 dated 23.02.2026 for the shop premises allotted to him by the Sri Vijaya Puram Municipal Council. He stated that the application was rejected on the ground that the shop allotment order copy issued by the Municipal Council was not submitted.

The complainant explained that the original allotment order was destroyed in a fire accident, and therefore he was unable to submit the original document or its copy and he further submitted that in place of the allotment order, he had uploaded alternative documents to establish his lawful occupancy of the premises, namely No Objection Certificate issued by the Municipal Council, SVP, A recent

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monthly shop rent receipt issued by the Municipal Council, S.V.P and Aadhaar card as ID proof.

In view of the genuine difficulty caused by the loss of the allotment order, the complainant requested the Forum to direct the respondent to consider his application and provide the electricity connection for his shop premises.

Submission of the Respondent

The respondent submitted that the complainant had applied for a Commercial Single Phase electricity connection for the premises located at Shop No. 01, Gumtias, Near Fisheries Jetty, Phoenix Bay, Sri Vijaya Puram through the online portal vide Application No. 40462 dated 23.02.2026. During scrutiny of the application and the documents uploaded by the applicant, it was observed that the shop allotment order issued by the Sri Vijaya Puram Municipal Council was not submitted.

The respondent stated that the allotment order is generally required as proof of lawful allotment or occupancy of the premises, which is necessary for processing an electricity connection. In the absence of the said document, the application could not be processed further and was therefore rejected on 24.02.2026, with remarks directing the applicant to submit the order copy received from PBMC(SVPMC).

Forum's Observation

The Forum observed that the present complaint has been filed before the Consumer Grievance Redressal Forum (CGRF) for a new Commercial Single Phase electricity connection vide Application No. 40462 dated 23.02.2026, and subsequently, the application was rejected by the respondent on 24.02.2026 on the ground of non-submission of the shop allotment order issued by PBMC (SVPMC).

The Forum further observed that rejection of the application by the respondent without considering the submitted documents and without verification from the issuing authority reflects a procedural lapse and lack of a reasonable approach. As per **Clause 5.35 of the JERC Electricity Supply Code, 2018, deficiencies in applications are required to be communicated within 3 working days**, allowing the applicant an opportunity to rectify them. In this instant case, the application was rejected outright without issuing a deficiency note, which is contrary to the prescribed procedure and violation of principles of natural justice.

The Forum noted that the complainant had submitted alternative documents, namely NOC issued by SVPMC, rent receipt issued by SVPMC, and Aadhaar Card, which prima facie establish lawful occupancy. **As per Clause 5.30 (3) & (6) of the JERC Electricity Supply Code, 2018**, various documents, including those issued by local authorities, are acceptable as proof of occupancy. Therefore, the requirement is not restricted to the allotment order alone.

A handwritten signature in black ink, followed by the date 13/3/26 written vertically.

The Forum further noted that Clause 5.30 of the JERC Supply Code Regulation, 2018 allows various types of documents to be accepted as proof of ownership or occupancy of premises, including municipal documents, tax receipts, allotment letters, or other related documents issued by local government authorities.

In this instant case, the Forum is of the view that the documents submitted by the complainant sufficiently satisfy the intent of the regulation and establish occupancy.

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 complainant is directed to submit a fresh application (online or offline) for a new electricity connection along with the documents already submitted earlier, in accordance with the **JERC Electricity Supply Code, 2018 and under Rule 4(4) of the Electricity (Rights of Consumers) Rules, 2020.**
2. The Respondent is directed to reconsider the application afresh and process the same by accepting the NOC issued by SVP MC, shop rent receipt issued by SVP MC and Aadhaar Card as sufficient proof of occupancy under **Clause 5.30 (3) & (6) of the Electricity Supply Code, 2018**, and thereafter release the connection upon completion of all codal formalities.
3. The Respondent shall strictly adhere to **Clause 5.35 of the JERC Electricity Supply Code, 2018** and ensure that no application for a new electricity connection is rejected without **issuance of deficiency in written note within 3 working days from the date of submission of online application**, and for **offline modes shall issue a written note on the spot regarding shortcomings in the application form.**
4. The Respondent shall expedite the updation/modification of the online application system to incorporate provision for submission of written deficiency note and keep applications pending with timeline for compliance.
5. The complainant is advised to install an Earth Leakage Protective Device (ELPD) or equivalent protective equipment to ensure electrical safety.
6. 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.
7. 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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8. 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.
9. The Case is closed with specific directions to the Complainant and the Respondent.

“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 and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).



(Biji Thomas)
Independent Member
Electricity CGRF

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