
Hearing on 11/12/2025

The Hearing was held on 11/12/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Smti. Gitarani Ghorai, Complainant.
- (ii) Shri. Santa Rao, Asst. Complainant.
- (iii) Shri. Naveen Lall, AE-III (HQ), Elect. Dept.

Statement of the Complainant

The complainant stated in her complaint letter dated 02.12.2025 that *"Respected Sir, With due respect I am to state that I the undersigned have been residing at Mahaveer Nagar, Prothrapur village, under Sri Vijaya Puram Tehsil, South Andaman District since last 15 years and above.*

That, I have applied for Electric Meter connection for my residential house before your but my application has been rejected without given any notice for required of document which is violation of Clause 4.44, 4.46 and 4.47 under JERC Regulation (Electricity Supply Code).

That, I am in a settle possession and I had applied relevant documents as per Regulation i.e. Indemnity Bond, Aadhaar Card, Ration Card and etc.

Therefore, I request you to kindly look into the above and provide me the electric connection upon my above encroachment land at the earliest please."

The complainant enclosed photocopies of Online application no. 35531 dated 23/10/2025, Application status, Indemnity bond, Smart Ration card, PAN card and Aadhaar card as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent

The Respondent submitted para-wise comments vide letter no. EL/AE/PP/1-12/2025/1055 dated 06/12/2025 stated that: -

"it is to intimate that Smti. Gitarani Ghorai was applied for 1phase domestic electric connection on govt. encroachment land vide Online application No.35531 dated 23.10.2025 along with the supporting documents i.e. Aadhaar card, Pan card, indemnity bond and ration card (07pages) copy enclosed - Annexure-I.

On scrutiny, it is observed that necessary affidavit which is mandatory for obtaining electric connection on encroachment land is not submitted by the applicant as per circular No.4- 3/21/2015-Power dated 09.10.2023 (copy enclosed - Annexure-II).



Hence, this application was rejected on 10.11.2025 with remarks that "Incomplete document submitted for obtaining electric connection on govt. encroached land."

The Respondent enclosed photocopies of online application no. 35531 dated 23/10/2025, Application status, Indemnity bond, letter to the Chairman, CGRF, Smart Ration card, A&N Admn. Circular dated 09.10.2025, PAN card and Aadhaar card, which is kept in the case file. (Exbt. -3).

Submission of the Complainant

The complainant submitted that she is a long-standing resident of Mahaveer Nagar, Prothrapur, where she has established her household and has been living continuously for over fifteen years without interruption. She asserted that her residence is permanent in nature and forms her only place of shelter.

She stated that she approached the respondent through the official online portal and complied with the procedural requirements by submitting identity documents and an indemnity bond. According to her, the rejection of her application came abruptly and without any opportunity to rectify or supplement the documents.

The complainant contended that in cases of encroachment land, obtaining revenue possession certificates is not feasible, and therefore rigid insistence on such documents defeats the purpose of welfare-oriented electricity regulations. She reiterated that access to electricity is indispensable for safe and humane living and requested relief from the forum.

Submission of the Respondent

The respondent submitted that it is bound by statutory rules, departmental circulars, and safety considerations while granting new service connections. The complainant's application was examined strictly on the basis of applicable norms governing electricity supply on encroached government land.

It was stated that the online application lacked the prescribed affidavit and possession-related documentation which were mandatory prerequisites as per the prevailing circular, and the absence of complete documentation rendered the application liable for rejection. The respondent emphasized that the rejection was procedural in nature and not intended to deprive the complainant of essential services.

The respondent further submitted that any relaxation or deviation from the established procedure must be supported by appropriate directions from a competent Forum, and the respondent shall comply with such directions in accordance with law.



Forum's Observation

The Forum observed that the present matter pertains to an application for a new domestic electricity service connection submitted by Smti. Gitarani Ghorai for her residential premises located at Mahaveer Nagar, Prothrapur Village, under Sri Vijaya Puram Tehsil, South Andaman District. The premise in question is situated on encroachment revenue land where the complainant claims to have been residing continuously for more than fifteen years in settled possession.

Aggrieved by the rejection of the application, the complainant approached the Forum for getting the service connection. On scrutiny of the application the Forum noticed that the mandatory documents are missing, since the possession certificate from the revenue department was not provided due to non release of such certificate by them. During the site inspection of the Forum noticed that the complainant was in settled possession and facing severe hardship due to non availability of electric supply. Since there is no eviction action initiated from the competent authority, the Forum directs the respondent to provide the connection after collecting an affidavit from the complainant to ensure the disconnection of the supply, if any directive from the competent authority in future.

The forum emphasized that electricity is a basic necessity and an essential service, and denial of the same solely on technical grounds, despite confirmed settled possession, would cause undue hardship.

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 Case is closed with specific directions to the Complainant and the Respondent.
2. The respondent is directed to provide a single-phase domestic electricity service connection to the complainant. The connection shall be strictly for domestic use only and shall remain subject to applicable electricity laws and regulations.
3. The Forum directs the respondent to collect an affidavit before releasing the connection from the complainant to ensure for the disconnection in future, if any directive from the competent authority.
4. The respondent shall ensure that all safety norms are complied with while releasing the connection.

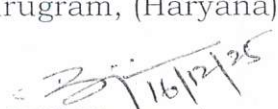


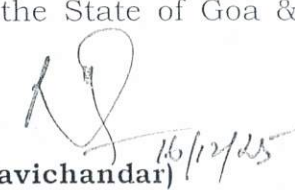
5. The granting of electricity connection shall not confer any ownership, tenancy, or legal right over the land.
6. The connection shall be issued strictly for domestic purpose only and shall not be used for any commercial or unauthorized additional load. In case of unauthorized load enhancement, the respondent shall have the liberty to disconnect the supply.
7. An undertaking/affidavit shall be obtained from the complainant incorporating all the necessary conditions.
8. The complainant shall advise to install an Earth Leakage Protective Device (ELPD) in the wiring for preventing earth leakage and safety purposes.
9. 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.
10. 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.
11. 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


(R. Ravichandar)
Chairman
Electricity CGRF