

**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:**

Smti. Kannagi, R/o Garacharma village, Sri Vijaya Puram.

.....Complainant

**Versus**

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

.....Respondent

**Complaint No.** : ANI/C.G. No. 46/2025 dated 25/02/2026.  
**Complaint** : New Connection (Domestic)  
**Date of Hearing** : 06/03/2026  
**Date of Order** : 11/03/2026

**ORDER**

**Background**

The complainant filed a complaint vide R.D. No. 1559 dated 25/02/2026 regarding New Service Connection (Domestic). The complainant enclosed photocopies of Discharge Summary, Old Meter Bill Paid Receipt bearing Consumer No. H6/4064, Security Deposit Receipt dated 10/11/2004, Online Application No. 40225 dated 18/02/2026, Indemnity Bond, SVPMC Water Tax Receipt, Property Tax Receipt, Letter to AE, Elect. Dept., Ration card and Aadhaar card as ID proof, which is kept in the case file **(Exbt.-1)**.

The complaint was registered as ANI/C.G. No. 46/2025 and forwarded on 26/02/2026 vide letter No. ANI/CGRF/10-433/1002 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III(HQ), Electricity Department hereinafter the respondent for submitting reply/comments and for attending the Hearing fixed on 06/03/2026 at 11:00 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 06/03/2026 at 11.00 a.m.

The Respondent submitted reply/para-wise comments vide his letter No. EL/AE/PP/1-12/2025/1294 dated 28/02/2026 with enclosures i.e. JE's letter dated 28/02/2026, Old Meter's Consumer Ledger bearing No. H6/4054, Dismantled Report, Affidavit, Old Meter Bill Paid Receipt dated 10/02/2025,



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Online Application No. 40225 dated 18/02/2026, Ration Card, PBMC Water Tax Receipt and Indemnity Bond, which was received by the Forum vide R.D No. 1574 dated 03/03/2026, which is kept in case file **(Exbt.-2)**.

### **Hearing on 06/03/2026**

The Hearing was held on 06/03/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Smti. Kannagi, Complainant.
- (ii) Smti. Shanti, Asst. Complainant.
- (iii) Shri. Ramjan Ali, AE-III (HQ), Elect. Dept.
- (iv) Smti. R. Maheswari, JE, Elect. Dept.
- (v) Shri. R. Raja, LMMR, Elect. Dept.

### **Statement of the Complainant**

The complainant stated in her complaint letter dated 25.02.2026 that *"I most respectfully submit that I was a consumer of a domestic electricity connection bearing Consumer No H6/4054 under the Electricity Department, A&N Islands.*

*Due to severe illness, I had to undergo prolonged medical treatment in Tamil Nadu (Medical Slip enclosed as Annexure 'A'). During that period, none of my family members were residing in the house. Owing to my unavoidable absence and medical emergency, the electricity bills could not be attended to in time. The last electricity bill was paid by me on 10/02/2025 before leaving Port Blair (Copy enclosed as Annexure 'B')*

*Upon my return from the mainland after treatment, I found that the electricity supply had already been disconnected by the Site Office of the Electricity Department due to non-payment. I immediately approached the office of the concerned AE-III, Electricity Department. seeking restoration/reconnection of my domestic electricity supply. However, I was informed that the service connection had been permanently disconnected due to non-payment.*

*I respectfully submitted to the concerned AE-III that I was ready and willing to clear all outstanding dues, if any, to facilitate restoration of the connection. However, I was informed that since the consumer number had been permanently disconnected, no action could be taken in the matter.*

*Left with no other alternative, I applied for a fresh domestic electricity connection through the online portal vide Application No. 40225 dated 18/02/2026 (Copy enclosed as Annexure 'C'). Along with the application, I submitted all requisite documents, namely:*

1. Indemnity Bond
2. Property Tax Receipt
3. Water Tax Receipt



4. Aadhaar Card
5. Ration Card
6. Earlier Domestic Electricity Bill
7. Security Deposit Receipt dated 10/11/2004

As per the provisions of the JERC Electricity Supply Code Regulations, 2018, Clause 5.30 at SI. No. 3 read as "Municipal/Panchayat Tax receipt or Demand Notice or any other related documents" are accepted as valid proof of ownership / occupancy of the premises for grant of a new domestic connection. I have submitted more than the prescribed documents as required under the said Regulations.

However, despite the lapse of more than seven (07) days from the date of submission of my complete online application, I have neither received any communication pointing out deficiencies nor any intimation regarding additional documents, which is contrary to the stipulated time frame under the Regulations.

It is humbly submitted that electricity is an essential service, and in the present circumstances, it is not possible to manage basic domestic needs without electricity supply. The continued absence of electricity is causing extreme hardship and inconvenience to my family.

Further, I respectfully request that the security deposit paid by me vide receipt dated 10/11/2004 (Copy Enclosed as Annexure 'D') against my earlier domestic Connection bearing consumer no. H6/4054 may kindly be refunded along with applicable bank interest w.e.f. 10/11/2004 till the date of refund. In case any dues are found pending, the same may kindly be adjusted from the said security deposit, and the balance amount along with interest may be refunded to me.

If any further amount is required to be paid towards arrears of the old energy meter or any other legitimate dues, I may kindly be informed in writing at the earliest so that I may remit the same immediately without delay.

In view of the above facts and circumstances, I most humbly pray that this Hon'ble Forum may kindly:

1. Direct the concerned authority to provide the new domestic electricity connection at the earliest possible time against Application No. 40225 dated 18/02/2026.
2. Direct refund / adjustment of my earlier security deposit along with applicable bank interest w.e.f. 10/11/2004.
3. Direct the department to communicate in writing any pending dues, if applicable, for immediate compliance on my part.

I shall be highly obliged for your kind intervention and early redressal of my grievance."

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### **Reply of the Respondent**

The Respondent submitted para-wise comments vide letter No. EL/AE/PP/1-12/2025/1294 dated 28/02/2026 stated that: -

- “1. The details of electricity connection (H6/4054) of Smti A Kannagi R/o Rajaji Nagar dismantled due to non-payment on September, 2025 is submitted by the Junior Engineer (Garacharma) vide letter dt 28/02/2026 (copy enclosed for kind reference please).
2. Further, the complainant vide application no. 40225 dt. 18/02/2026 applied for fresh domestic electric connection in encroachment land bearing survey no. 417/1P through online portal.
3. After examination of the applicant following deficiencies were noted in the application:
  - a. Old Affidavit Dt. 30.07.2004.
  - b. Declaration/ Undertaking not submitted.
  - c. As per the property tax receipt submitted by the complainant the property type mentioned is "Com-Public Use Shops" submitted by the complainant.
4. Accordingly, this office attempted to contact the applicant multiple times on the mobile number "9679559051" submitted in the application for rectification of defect. However, the submitted mobile number was not reachable/non-communicable.
5. It is to submit that after rectification of defect by the applicant, being the encroachment land, the same shall be submitted to the Tehsildar, Revenue Department as per the direction of A&N administration circular no. 4-3/21/2015-Power dated 09/10/2023 with a request to confirm whether the mentioned land on which the applicants constructed their house is in settled possession.

*This is for your kind information and further necessary action please.*

### **Submission of the Complainant**

The complainant stated that she had been a consumer of a domestic electricity connection bearing No. H6/4054 under the respondent for several years without any prior history of default in payment of electricity charges.

She submitted that due to serious health issues she had to travel outside the islands for medical treatment and remained away from Islands for an extended period. As a result, the electricity bills could not be paid during that period. After returning from treatment, she found that the electricity connection had been disconnected and subsequently dismantled by the respondent.

She then approached the respondent for requesting restoration of the connection and offered to clear any pending dues. However, she was informed

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that restoration was not possible as the service connection had already been permanently dismantled. Therefore, she applied for a fresh electricity connection through the online portal and submitted all documents required under the relevant regulations.

### **Submission of the Respondent**

The respondent submitted that the complainant's earlier electricity connection had been dismantled in accordance with departmental procedures due to continuous non-payment of electricity bills.

The respondent further informed that the complainant subsequently applied for a fresh electricity connection for the same premises. During scrutiny of the application, certain discrepancies and deficiencies were identified in the documents submitted by the complainant. The respondent attempted to communicate these deficiencies to the applicant through the contact number provided, but the attempts were unsuccessful.

The respondent also emphasized that in cases where electricity supply is requested for structures located on encroached land, the respondent must obtain confirmation from the Revenue authorities regarding the applicant's settled possession before granting electricity connection. Therefore, the respondent submitted that the application could be processed further once the deficiencies are rectified and verification from the Revenue Department is obtained.

### **Forum's Observation**

The Forum observes that the present complaint arises out of the disconnection and dismantling of an electricity service connection previously held by the complainant under the Respondent. The complainant was earlier a consumer, bearing Consumer No. H6/4054 for a domestic electricity connection located at Rajaji Nagar, Sri Vijaya Puram. The said electricity connection was reportedly disconnected and subsequently dismantled by the respondent in September 2025 due to continuous non-payment of electricity dues. The complainant contends that the non-payment occurred because she had to leave Sri Vijaya Puram for prolonged medical treatment in Tamil Nadu owing to severe illness, and during that period the residential premises remained unoccupied as none of her family members were present to attend to the electricity bills. Here the complainant is directed to pay the dues from January 2025 to August 2025 for 8 months on receipt of the dues, and the respondent shall return the security deposit alongwith applicable interest from 2004 till date before issuing new connection.

The Forum observed that the complainant applied for a fresh domestic electricity connection through the online portal on 18.02.2026 vide Application

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No. 40225. Along with the application, she submitted several supporting documents including identity proof, property related documents, tax receipts, an indemnity bond and copies of earlier electricity bills and security deposit receipt etc.

The Forum observe that the respondent had try to contact the complainant over phone for rectification of the application deficiencies, however the complainant was not reachable. As per JERC Regulation Electricity Supply Code 2018 under Clause 5.35 it states that **“For all application forms pertaining to release of supply of new connections, the Licensee shall verify the application forum along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form.”**, which was not followed in this instant case.

The Forum observed that the respondent submitted in its reply that it was necessary to confirm whether the mentioned land on which the complainant constructed her house is in **‘settled possession’** from the revenue department as per Circular No. 4-3/21/2015-Power dated 9/10/2023. However, the Forum had already quashed the said circular in earlier cases, as it was seen not in accordance with the JERC Regulation for issuing new connection.

The Forum inspected the site on 03/03/2026 and found that the wiring was done and the complainant is in **‘Settle Possession’**, and as proof she was a dedicated consumer from 2004 in the said premises. The Forum realize that the access to essential services such as electricity is a basic necessity and the release of electricity connection to the applicant will not confer any right or equity in favour of the trespasser/encroacher/occupier to default the title of the lawful owner and shall not be treated as having rights or title over the premises.

The Forum therefore considered it appropriate to balance the interests of both the administrative authorities and the complainant by allowing the electricity connection subject to certain safeguards and undertakings.

**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 Forum directs the Respondent to issue a written note to the complainant to clear all pending dues of electricity bills bearing

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Consumer No. H6/4054 from 01/2025 to 08/2025 for 8 months at the earliest.

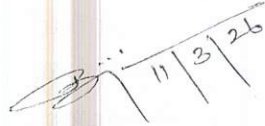
2. The Forum directs the Respondent to return the security deposit along with applicable bank interest from 2004 till date after receipt of the dues cleared by the complainant.
3. The Forum directs the Respondent to release the electricity supply to the complainant after receipt of the dues cleared by the complainant as per Regulation 5.30(8) of the JERC Electricity Supply Code 2018.
4. The Forum directs the Respondent to follow the codal formalities for release of electricity connection as per JERC Electricity Supply Code Regulations 2018.
5. The Forum directs the complainant that the **release of electricity connection will not confer any right or equity** in favour of the trespasser/encroacher/occupier to default the title of the lawful owner and shall not be treated as having rights or title over the premises.
6. In case the competent authorities initiate eviction proceedings or remove the encroachment, the respondent shall have the liberty to disconnect the service connection without any further notice.
7. The complainant is advised to install an Earth Leakage Protective Device (ELPD) in the premises to ensure electrical safety and prevent leakage.
8. 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.
9. 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.
10. 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.
11. The Case is closed with specific directions to the Complainant and the Respondent.

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“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**, 3<sup>rd</sup> 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(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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