

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
SRI VIJAYA PURAM

Before:

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).

In the matter of:

Shri. S. Ayyakannu, R/o Prothrapur, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 13/2025 dated 10/06/2025.
Complaint : Reconnection of Service Connection (Domestic (J/3719))
Date of Hearing : 18/06/2025
Date of Order : 20/06/2025

ORDER

Background

The complainant Shri. S. Ayyakannu, R/o Prothrapur, Sri Vijaya Puram, filed a complaint vide R.D. No. 1174 dated 10/06/2025 regarding Reconnection of Service connection (Domestic (J/3719)).

The complaint was registered as ANI/C.G. No. 13/2025 and forwarded on 10/06/2025 vide letter No. ANI/CGRF/10-400/755 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III (HQ), Electricity Department for submitting reply/comments and attending the Hearing fixed on 18/06/2025 at 10:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Shri Vijaya Puram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 18/06/2025 at 10.30 a.m.

The Assistant Engineer-III (HQ), Electricity Department vide his letter No. EL/AE/PP/1-12/2025/291 dated 16/06/2025 submitted reply/comments on behalf of the Licensee/Respondent (ED) (the letter is kept in case file) (Exhib. -I).

RQ



Hearing on 18/06/2025

The Hearing was held on 18/06/2025 in the Hearing Hall, Electricity CGEP at 10:30 a.m. The following were present: -

- (i) Shri. S. Ayyakannu, Complainant.
- (ii) Shri. Shanta Rao, Asst. Complainant.
- (iii) Shri. J. Jaya Kumar, AE(W/Shop), NO, Elect. Dept.
- (iv) Shri. Naveen Lall, AE-III, Elect. Dept.
- (v) Smti. M. Panchavarnam, JE(B/Line).

Statement of the Complainant

The complainant Shri. S. Ayyakannu, R/o Prothrapur, Sri Vijaya Puram, stated in his complaint letter dated 03.06.2025 that "Sir, With most respect, I would like to state that I, S. Ayyakannu is a resident of Bird Line, Ward No.23. I have been regularly paying electricity bills for the consumer No: J/3, 19 since the year 1993 for domestic connection located on an encroached land.

That, for the past six months, I had to take my wife and daughter to the mainland for medical treatment. Due to this unavoidable situation, I was unable to clear the electricity bills during that period. After returning from mainland, I have promptly cleared all the outstanding dues.

Despite settling the dues, the electricity department disconnected my electric meter without issuing any prior notice. When I approached the concerned officials to restore my connection, I was informed that a new connection would need to be applied for. This sudden change and lack of proper guidance have caused me considerable distress.

It is clear that, I was misled by the electricity department. Disconnecting an existing without notice after the dues were cleared is unfair and unjustified.

Therefore, I request your good office to kindly look into the matter and take necessary action against the concerned department. Also, ensure that my original electricity connection is restored without forcing me to apply for a new one."

The complainant enclosed photocopies of Residential proof certificate, Local certificate, Islander Identity card, Ration card, Aadhaar card, Online application no. 21948 dated 26.04.2024, Payment receipt, Show cause notice, Judicial Magistrate Court Judgement dated 15.02.1996, Letter to the Tehsildar dated 05.05.2025, Online application no. 29289 dated 22.04.2025, Letter to the AE(Electricity), Consumer bills, Meter photo, Affidavit, Undertaking, Declaration/Undertaking dated 25.04.2024 and Discharge summary dated 01.02.2025, which is kept in the case file (Exhibit. -2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer-III submitted para-wise comments on behalf of the Respondent/Licensee (ED) vide letter No. EL/AE/PP/1-12/2025/291 dated 16/06/2025 stated that: -

"Shri.S.Ayyakannu R/o Birdline, Prothrapur Ward No.23 had been provided Electricity new connection on 08/10/2010 in nature Encroachment land after completing all codal formalities as per JERC guidelines. Connected load was 1 KVA under Consumer No. J/3719 1ph Domestic in nature.

The above said connection get dismantled due to non-payment of electricity consumption bill for the month w.e.f February 2022 as per JERC guidelines.

The consumer Shri. S. Ayyakannu has cleared all outstanding dues on 18/04/ 2024 for which consumer ledger under the consumer no. J/3719 is enclosed for ready reference.

The consumer was informed to apply new fresh application for obtaining re connection and Shri.S. Ayyakannu has applied through online service portal vide application No. 29289 Dt. 22/04/2025.

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

The AE-III, Electricity Department enclosed photocopies of Letter received from JE(PP-II) and Consumer Ledger, which is kept in the case file (Btlt. -3).

Submission of the Complainant

Shri S. Ayyakannu, a senior resident of Ward No. 23, asserted that he has always fulfilled his responsibilities as a consumer since his domestic connection was granted. He narrated that due to an unavoidable emergency involving his wife's and daughter's health, he had to stay in Chennai for several months. During that time, no one was at home to pay the electricity bills.

Despite this situation, upon returning, he cleared all pending bills, hoping for a smooth resumption of services. Instead, he was shocked to find that his electricity meter was removed and that he was being asked to initiate an entirely new application. He felt this treatment was harsh, especially since no notice was served and he had complied financially. He emphasized the need for compassion and adherence to regulations and urged the forum to restore his original connection promptly.



Submission of the Respondent (Licensee)

The respondent through its representative, conveyed that the disconnection of Shri Ayyakannu's electricity supply was a consequence of non-payment extending over a significant period. In February 2023, the department deemed it necessary to dismantle the connection as per protocol.

However, after the consumer settled his dues in April 2024, the department informed him to initiate a fresh connection request, considering the earlier account was closed. The department stated that all the steps were taken as per their standard practice but acknowledged that the agreement termination process may not have been fully documented as per the guidelines. They also acknowledged the existence of the consumer's security deposit and agreed that procedural diligence needed improvement.

Forum's Observation

Shri S. Ayyakannu, a resident of Bird Line, Ward No. 24 under Prothrapur jurisdiction, has been a long-time consumer of the electricity department with Consumer No. J/3719 since 1993. The electricity connection provided was a 1 KVA single-phase domestic supply for a residence constructed on encroached land, granted after completing all formalities as per the Joint Electricity Regulatory Commission (JERC) guidelines.

Due to unavoidable medical circumstances, the complainant had to travel to the mainland for extended treatment of his wife. As a result, the electricity bills remained unpaid for a few months. Upon his return, Shri Ayyakannu promptly cleared all outstanding dues. However, despite the clearance, his electricity connection was dismantled without prior notice, and he was asked to apply for a fresh connection. Aggrieved by the department's action, he approached the Consumer Grievance Redressal Forum (CGRF) for restoration of the original connection.

The complainant, Shri S. Ayyakannu, a resident of Bird Line in Ward No. 24, stated before the forum that he had been regularly paying electricity bills for his domestic connection under Consumer No. J/3719 since its sanction in 1993. He explained that for the past six months, he was forced to accompany his wife to the mainland due to critical medical treatment requirements. This resulted in a temporary inability to pay the electricity bills.

After returning from the mainland, he cleared all outstanding dues on 18.04.2024. However, despite this, the electricity department dismantled his electric meter without issuing any notice or prior intimation. When he approached the department for restoration, he was informed that he must apply for a new connection, which he found distressing and unfair. Shri Ayyakannu expressed that this action lacked transparency and violated



consumer rights under JERC guidelines. He requested the forum to direct the department to restore his original connection without subjecting him to unnecessary formalities or a new application process.

The respondent from the electricity department presented that Shri S. Ayyakannu had been granted an electricity connection on 08.10.2010 for his residence on encroached land at Bird Line, under Consumer No. J/3719. The connection was provided after completion of necessary codal formalities under the prevailing JERC regulations.

The department informed the forum that the said connection was dismantled in February 2022 due to non-payment of electricity bills. Despite reminders, no payment was received during the period leading to the disconnection. The outstanding dues were later cleared by the consumer on 18.04.2024.

Subsequently, Shri Ayyakannu was informed that a new application was required for reconnection, as the previous connection stood dismantled. He applied for a new connection via the online portal under Application No. 29289 on 22.04.2025. The department emphasized that its actions were in line with JERC norms and standard procedures.

The Forum carefully reviewed the submissions and supporting documents from both the parties. It was noted that the complainant's connection was dismantled by the department in February 2022, citing non-payment of dues. However, the Forum found a procedural lapse in the department's handling of the disconnection process.

As per the electricity supply code regulations, 2018 under section 9.3 the supply may be disconnected temporary on nonpayment of the licensee's dues, may issue a disconnection notice in writing, as per section 56 of the Act after giving him a notice period of minimum 15 working days to pay the dues. Thereafter the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/ meter as the licensee may deem fit. In case the consumer request for reconnection within a period of six months after disconnection, the licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges. In case the consumer requests for reconnection after six months of disconnection shall be reconnected only after all the formalities as required in the case of new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable to for that category of consumers.

Electricity Supply Code Regulations, 2018 under Section 9.7 the supply may be disconnected permanently on the termination of agreement, the meter and service line shall be removed, and the agreement shall be



terminated. The security deposit of the consumer shall be duly returned by the licensee. The Forum also noticed that the arrear accumulation of consumer happened more than six months due to the non-adherence of the supply code regulations, 2018 under section 5.136 by the respondent. The security deposit of the consumer shall be revised annually as per the procedure defined in regulation 5.136 of the supply code, 2018. For deficient amount of Security Deposit, the licensee shall serve the notice to consumer for Additional Security Deposit to be deposited by consumer within 30 days. The outstanding dues of the consumer for two months may be adjusted with the security deposit accordingly, the accumulation arrears may be avoided. Hence the Forum directs the respondent to modify the existing billing software immediately incorporating the above aspects in true spirit and in comply with the JERC regulations.

Specifically, the Forum highlighted that no prior notice of temporary disconnection was issued to the consumer, which is a mandatory requirement under JERC regulations. Furthermore, the Forum also noticed a procedural laps on the department side in all aspects and it was observed that the consumer had already cleared all the pending dues on 18.04.2024, yet the connection was not reinstated.

The Forum also noted that the consumer's security deposit remains with the department, and the process for termination of agreement was not carried out in compliance with the provisions laid out in Annexure XVI and XVII of the JERC Supply Code Regulations, 2018.

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/Licensee (ED).
2. The Forum directs the respondent to restore the original electricity connection to Shri S. Ayyakannu under Consumer No. J/3719 without any delay. A timeline not exceeding 7 days shall be fixed to restore the consumer's electricity connection. The Respondent is directed to ensure that all the codal formalities are to be observed as per the JERC Supply Code Regulations, 2018 before the restoration of supply.
3. The Forum directs the Respondent to modify the existing billing software immediately incorporating the review of security deposit, interest on security deposit, additional security deposit, temporary disconnection

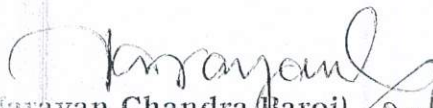


- permanent disconnection and termination of agreement in comply with the JERC Electricity Supply Code Regulations, 2018.
4. The department must ensure termination of agreement procedures strictly as per Annexure XVI of JERC Regulations, 2018. For any future disconnection due to non-payment, Annexure XVII provisions must be followed for temporary disconnection.
 5. The security deposit must be refunded within 30 days upon the final termination, as per Clause 5.133 of JERC Regulations.
 6. The complainant is directed to make timely payments to avoid disconnection in the future.
 7. 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.
 8. 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.
 9. 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, Assistant Engineer (IT), Electricity Department, Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF
20/6/2025


(R. Ravichandrar)
Chairman
Electricity CGRF
20/6/25

██ ██ ██