

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:

Ms. Amrita Basu, R/o Kaushalya Nagar, Rangat, Middle Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 15/2025 dated 30/06/2025.
Complaint : New Connection (Domestic)
Date of Hearing : 18/07/2025
Date of Order : 23/07/2025



ORDER

Background

The complainant Shri. Amrita Basu, R/o Kaushalya Nagar, Rangat, Middle Andaman, filed a complaint vide R.D. No. 1226 dated 30/06/2025 regarding New Connection (Domestic).

The complaint was registered as ANI/C.G. No. 15/2025 and forwarded on 30/06/2025 vide letter No. ANI/CGRF/10-402/786 to the Nodal Officer (CGRF), Executive Engineer (Rural) and Assistant Engineer (Rangat), Electricity Department for submitting reply/comments and attending the Hearing fixed on 18/07/2025 at 10:00 a.m. in the Panchayat Hall, Bakultala, Rangat with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 18/07/2025 at 10.00 a.m. (**Exbt. -1**).

Hearing on 18/07/2025

The Hearing was held on 18/07/2025 in the panchayat Hall, Bakultala at 12.00 pm. The following were present: -

- (i) Shri. Amrita Basu, Complainant.
- (ii) Shri. Bhupan Basu, Asst. Complainant.
- (iii) Shri. Ajit Mistry, AE(Rangat), Elect. Dept.
- (iv) Shri. Alam Ara Bibi, JE (Bakultala), Elect. Dept.

Statement of the Complainant

The complainant Shri. Amrita Basu, R/o Rangat, Middle Andaman stated in his complaint letter dated 30.06.2025 that "Respected Sir/Madam, I, Amrita Basu, resident of Kausalya Nagar, Rangat, humbly submit that I had applied for a single-phase electricity meter connection for my residence. All necessary formalities including payment of charges, submission of documents, and inspection by the department have been duly completed over a year ago. (24.06.2024) date of opening SD. The total distance from the main electricity line to my residence is approximately 200 meters. During inspection, no major objections were raised, and I was assured that the connection would be provided.

However, till date, I have not been provided the connection. The concerned Junior Engineer is now refusing to proceed, stating that a small 2-meter-wide stream exists near the location. This reason appears unjustified, especially because:

I have arranged for poles for line extension myself to assist the department. Electric connections exist within 100 meters of my house in similar conditions.

If the site was unsuitable, the department should have informed me at the time of inspection, and not allowed the case to remain pending for such a long period after accepting all payments. It is my humble request that you kindly look into the matter and instruct the concerned officers to take immediate necessary action for providing the meter connection to my house.

I am enclosing herewith all supporting documents (payment receipt) for your kind perusal. Looking forward to your urgent and favorable response."

The complainant enclosed photocopies of Security deposit dated 24.06.2024, which is kept in the case file (**Exbt. -2**).

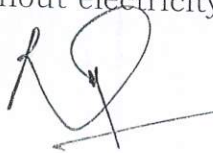
Statement of the Respondent

The Respondent didn't submit any para wise comments or written statement in the Affidavit format.

The Forum strongly condemns the in action on the part of Respondent for not filing their objection in writing.

Submission of the Complainant

Shri. Amrita Basu reiterated his dissatisfaction over the inordinate delay of more than a year despite fulfilling all responsibilities from his end. He emphasized that he has been living without electricity, which has impacted he



family's daily life, security, and comfort. Shri. Basu mentioned that he had taken proactive steps by arranging poles at his own expense to support the department's task.

He also pointed out that, if respondent had any serious technical hurdle, the respondent should not have accepted his application and payment. He suspects that the respondent is neglecting his case without valid justification and has sought relief from the Forum in the form of a firm timeline for the connection.

Submission of the Respondent

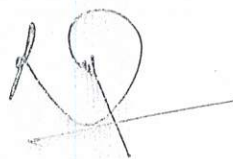
The Respondent reiterated about the geographical challenges—specifically the absence of a proper access road and the presence of a stream (nallah)—are obstructing the execution of the service connection. They maintained that the site was not suitable for immediate installation due to safety and structural concerns.

However, the respondent acknowledged the delay and assured the Forum that they are willing to re-evaluate the case, prepare a detailed estimate for the required infrastructure, and proceed with the connection within two weeks if the complainant is subject to make necessary payments.

Forum's Observation

The present case pertains to a service connection dispute between the complainant, Shri. Amrita Basu, a resident of Kaushalya Nagar, Rangat, and the respondent. The complainant had applied for a single-phase domestic electricity connection on 24.06.2024 and had completed all required formalities including payment of service connection charges and security deposit, submission of documents, and departmental site inspection. Despite the passage of over a year, the electricity connection has not been provided to his residence. The main issue cited by the respondent is the presence of a small stream (nallah) and the lack of an approach road to the premises.

However, the complainant alleges that similar connections have already been provided in the vicinity under comparable circumstances. The Forum has intervened to examine the matter and inspected the site on 18/07/2025 at 10 am and observed that there was no proper road approach to the premises and a small nallah to be crossed for line extension and the complainant is ready to spare two poles, hence the Forum directs the respondent to prepare estimate and provide the connection as committed in the hearing subject to payment of estimate cost by the consumer.



Hence,

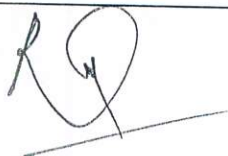
It is Ordered:

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 Respondent and the Complainant.
2. The Forum directs the Respondent to immediately prepare an estimate for the required line extension work. The estimate shall include all necessary provisions for safe crossing over the stream. The Respondent shall also assess the feasibility of using pre-existing poles provided by the complainant.
3. The Forum directs the Respondent to provide the new service connection within the committed period (two weeks) subject to the payment of estimate cost by the complainant.
4. The complainant is advised to install Earth Leakage Protective Device (ELPD) to prevent any leakage and for safety of equipment.
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.

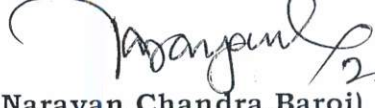
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog 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**".

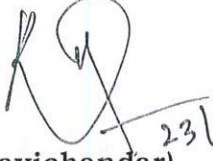
[Annexure - IV Appeal Form can be collected from the office of the Forum on any of the working days].



A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (Rural), Nodal Officer (CGRF), Assistant Engineer(Rangat), 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)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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