

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:

Shri. N. Surendran, R/o Haddo, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 48/2024 dated 17/12/2024.
Complaint : Providing New Connection (Domestic-3 phase)
Date of Hearing : 23/12/2024
Date of Interim Order : 24/12/2024

ORDER

Background

The complainant Shri. N. Surendran, R/o Haddo, Sri Vijaya Puram, South Andaman, filed a complaint vide R.D. No. 919 dated 17/12/2024 regarding new electricity connection (Domestic-3 phase).

The complaint was registered as ANI/C.G. No. 48/2024 and forwarded on 17/12/2024 vide letter No. ANI/CGRF/10-371/579 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department for submitting reply/comments and attending the Hearing fixed on 23/12/2024 at 11:30 a.m. in the Hearing Hall of the Electricity (CGRF), A&N Islands, Horticulture Road, Haddo, Sri 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 23/12/2024 at 11.30 a.m.

The Assistant Engineer-I through email dated 21/12/2024 requested for re-scheduling of hearing due to some official work, which was received by the Forum vide R.D No. 924 dated 23/12/2024 (the letter is kept in case file) **(Exbt. -1).**



Hearing on 23/12/2024

The Hearing was held on 23/12/2024 in the Hearing Hall, Electricity CGRF at 11:30 a.m. The following were present: -

- (i) Shri. N. Surendran, Complainant.
- (ii) Shri. Suresh Kumar, NO, Elect. Dept.

Statement of the Complainant

The complainant Shri. N. Surendran, R/o Haddo, Sri Vijaya Puram, South Andaman stated in his complaint letter dated 17.12.2024 that *"I, the undersigned applicant, would like to inform you that I am a senior citizen aged about 72 years. I have been undergoing medical treatment, including brain surgery, due to ill health during the year 2020.*

Sir, I had applied for a new domestic electricity connection (3 phase) bearing Application No. 25536 dated 05/11/2024, but I have not received any reply from the Electricity Department even after the lapse of more than one month. For obtaining the new connection, I had applied online and submitted all the required documents are as follow:

- 1. Record of Rights (ROR)*
- 2. Map*
- 3 Aadhaar Card*
- 4. Affidavit for name correction*
- 5. Affidavit for 3rd floor used for residential purposes and not for any commercial activities.*

I had also applied for commercial connections, which may not include this domestic connection.

In this regard, I kindly request your good office to intervene and provide the new domestic electricity connection (3 phase) at the earliest."

The complainant enclosed photocopies of Affidavit dated 19/07/2024 and 05/11/2024, Form-F, GB Pant hospital Discharge summary, online application form bearing No. 25536 dated 05/11/2024 and Aadhaar Card as ID proof, which is kept in the case file **(Exbt. -2)**.

Submission of the Complainant

The complainant, a senior citizen aged 72 years, stated that he applied for a three-phase domestic electricity connection online on November 5, 2024, and submitted all necessary documents. He clarified that the third floor is solely for residential use. Despite fulfilling all requirements, he received no response from the Electricity Department within the stipulated time. Additionally, he mentioned that his commercial connection applications were separate and unrelated to the domestic connection request.



Submission of the Respondent (Licensee)

The respondent, represented by the AE-I (HQ), cited official duties as the reason for requesting an extension of the hearing date in an email dated December 21, 2024. The respondent did not provide any explanation for the delay in processing the complainant's domestic connection application or the status of the commercial connections applied for.

Forum's Observation

A senior citizen aged 72 years, who has been undergoing medical treatment and had brain surgery in 2020, applied for a new three-phase domestic electricity connection on November 5, 2024, through application No. 25536. Despite submitting all required documents, the Electricity Department did not respond within a month. The complainant also applied for commercial connections on the same premises, which already have a three-phase industrial connection and a single-phase commercial connection.

The complainant, a senior citizen facing health issues, applied for a new domestic three-phase electricity connection online and submitted all necessary documents, including an affidavit confirming the third floor's residential use. Despite this, no action was taken by the department even after more than a month. He emphasized that this application pertains to a domestic connection and does not relate to the commercial connections he also applied for in the same premises.

The Assistant Engineer (AE-I, HQ) requested a reschedule of the hearing date via email dated December 21, 2024, citing official work commitments. No further details regarding the delay in addressing the complainant's application were provided.

The Forum inspected the premises on December 20, 2024, and found the buildings to be fully equipped with LED bulbs and BLDC fans. The complainant had submitted all required documents for the domestic connection. The premises already have a three-phase industrial connection on the ground floor and a single-phase commercial connection. Separate commercial connections for the first and second floors were also applied for. Despite the application being complete, the department had not processed the complainant's request within the stipulated time.

The Forum directed to the respondent to provide three-phase domestic connection as requested by the applicant vide application No. 25536 dated 05/11/2024 immediately. The respondent should also verify the feasibility of enhancing the connected load of the existing commercial connections in the same premises provide earlier. The complainant also stated during the hearing that he is very much interested to install solar roof top in the same premises. Hence, the Forum directed to the respondent to provide suitable guidance in this regard.



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 hereby issuing an interim order with specific directions to the Respondent/Licensee (ED).
2. The Respondent is directed to process the application and provide the three-phase domestic connection immediately after observing all codal formalities.
3. The Respondent is directed to explore the possibility enhancing the connected load of the existing commercial connection in the same premises provided earlier.
4. The respondent is directed to provide suitable guidance to the complainant for the installation of solar roof top in the same premises, since he has shown keen interest during the hearing.
5. The Department must adhere to comply the release of new service connection strictly as per the JERC supply code regulations 2018 and timelines prescribed in the standard of performance regulations 2024.
6. The Complainant is advised to install Earth Leakage Protective Device (ELPD) in the wiring to prevent any leakage and fire hazards and safety of equipment's in the premises.
7. The Respondent/Licensee (ED) is directed to comply the **JERC Regulation No. 23/2018 under Section 5.135, 5.136 & 5.137** against '**Interest on Security Deposit and Review of Security Deposit**'.
8. The Respondent/Licensee (ED) is directed to follow the '**Processing of Application Form**' after receiving the application for new connection as per **JERC Regulation No. 23/2018 under Section 5.35**.
9. The Respondent/Licensee (ED) is directed to follow the **JERC Regulation No. 23/2018 (ESC) and No. 06/2009 (SOP)** for providing new connection as per norms/guidelines.



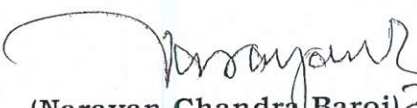
10. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
11. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
12. 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), Executive Engineer (NRSE), 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


(Narayan Chandra Baroi)
Member (Licensee)
Electricity CGRF


(R. Ravichandar)
Chairman
Electricity CGRF

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