

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

\*\*\*\*\*

**Before:**

Shri. Amarjeet Singh Saini, Chairman.  
Smt. Biji Thomas, Independent Member (JERC Nominated).

**In the matter of:**

Shri. Mohammed Shakeel Nawaz, S/o C.P. Mohammed Hussain, Shop No. 05,  
Gumties, Goal Ghar, Sri Vijaya Puram Tehsil, South Andaman.

.....Complainant

**Versus**

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

.....Respondent

**Complaint No.** : ANI/C.G. No. 10/2026 dated 25/05/2026  
**Complaint** : New Electric Connection (Commercial)  
**Date of Hearing** : 16/09/2026  
**Date of Order** : 28/09/2026



**ORDER**

**Background**

The complainant filed a complaint vide R.D. No. 71 dated 25/05/2026 regarding New Electricity Connection (Commercial).

The complaint was registered as **ANI/C.G. No. 10/2026**. However, the Forum could not proceed with the matter due to the non-appointment of the Chairman and Member (Distribution Licensee), resulting in the prescribed quorum not being available.

During the pendency of the matter before the Electricity CGRF, A&N Islands, the Electricity Ombudsman, vide email dated **06/07/2026**, directed the CGRF to forward to the Ombudsman all cases which had remained pending for more than 45 days from the date of registration, in accordance with the applicable provisions. A copy of the said email is kept in the case file as **Exbt.-1**.

Accordingly, the Forum prepared and forwarded the list of such pending cases to the Hon'ble Electricity Ombudsman for further proceedings, wherein the present complaint was included at Sl. No. 9. Consequently, the present case was forwarded to the Electricity Ombudsman vide CGRF letter No. ANI/CGRF/2-4/68 dated 08/07/2026, which is kept in the case file as **Exbt.-2**.

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The Hon'ble Electricity Ombudsman thereafter admitted the matter as **Appeal No. 278/2026** and directed the Respondent to submit reply/para-wise comments vide **Admission Notice dated 16/08/2026**, which is kept in the case file as **Exbt.-3**.

Subsequently, pursuant to **A&N Admn.'s Office Order No. 2200 dated 18/08/2026**, the Chairperson and Member (Distribution Licensee) were appointed to the Electricity CGRF, A&N Islands, and reported for duty, thereby restoring the prescribed quorum of the Forum.

In view of the constitution of the Forum with the requisite quorum, the Electricity Ombudsman, vide **Daily Order Sheet dated 31/08/2026**, returned the aforesaid case to the CGRF for conducting the hearing and disposing of the complaint in accordance with the applicable provisions. The said Daily Order Sheet is kept in the case file as **Exbt.-4**.

In compliance with the directions contained in the Daily Order Sheet dated 31/08/2026, the Forum decided to take up the grievance for hearing. Accordingly, the complainant and the AE-I (HQ), Electricity Department, were informed vide letter No. ANI/CGRF/10-452/124 dated 03/09/2026 to attend the hearing fixed on 16/09/2026 at 10:30 Hrs. at the Electricity CGRF Building, Horticulture Road, Haddo, Sri Vijaya Puram, along with the relevant documents and to depose before the Forum. A copy of the said letter was also endorsed to the Hon'ble Electricity Ombudsman, the Executive Engineer (HQ), and the Nodal Officer (CGRF) for information. The said letter is kept in the case file as **Exbt.-5**.

In the meantime, the AE-I (HQ) submitted his reply/comments on behalf of the Respondent vide letter No. EL/AE/SD-I/HQ/25-6/2026/959 dated 15/09/2026, which was received by the Forum vide R.D. No. 183 dated 15/09/2026. The said reply is kept in the case file as **Exbt.-6**.

#### **Hearing on 16/09/2026**

The Hearing was held on 16/09/2026 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Mohammed Shakeel Nawaz, Complainant.
- (ii) Shri. J. Jayakumar, AE (W/Shop), NO(CGRF), Elect. Dept.
- (iii) Shri. Naveen Lall, AE-I, Elect. Dept.

#### **Statement of the Complainant**

The complainant stated in his letter dated 25/05/2026 that "I had applied for a new electricity connection through the online portal vide application no. 44501 dated 20.05.2026 for my shop premises No. 05, Gumties at Goal Ghar allotted by the Sri Vijaya Puram Municipal Council (SVPMC), However, my application has been rejected on the grounds of non-submission of the shop allotment order copy and No Objection Certificate issued by the PBMC (SVPMC).

In this regard, I would like to inform your good office that the original allotment order copy was unfortunately the original document is misplaced and

is currently not available with me. Due to this unforeseen and unavoidable circumstance, I am presently unable to produce the original document or any copy of the required document.

The shop has been lawfully allotted to me by PBMC (SVP MC), and I had submitted the recent Monthly Shop Rent Receipt dated 20.05.2026 of Shop No. 05, Gumties at Goal Ghar, which was also required for issuance of electric current. I am willing to submit any affidavit, or undertaking as may be required by the department.

I have submitted the requisite documents in accordance with the Clause 5.30 of JERC (Electricity Supply Code) Regulations 2018, for providing electric connection in which it is mentioned that Municipal/Panchayat tax receipt or Demand notice or any other related document shall be considered as acceptable proof of ownership or occupancy of premises.

For providing electric connection, the relevant provision of JERC Regulation 2018, Clause 5.30 is reproduced below for ready reference:

QUOTE

5.30 Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- 1) Copy of the registered sale deed or lease deed or rent agreement and in the case of agricultural connections, a copy of khasra/ khatauni/ khatanaka;
- 2) Registered General Power of Attorney;
- 3) Municipal/Panchayat tax receipt or Demand notice or any other related document;
- 4) Letter of allotment;
- 5) Copy of the house registration issued by the Panchayat/ownership certificate issued by Revenue Authorities;
- 6) Any other ownership related document issued by local Government Authority.

UNQUOTE

In view of the above genuine difficulty, I humbly request your good office to kindly consider my request for obtaining the electric connection in the Shop No. 05, Gumties at Goal Ghar allotted in my name by the PBMC (SVP MC) and issue necessary directions to the department for processing the electricity connection.

I shall remain grateful for your kind consideration."

The complainant enclosed photocopies of Online Application No. 44501 dated 20/05/2026, Online Application Status dated 21/05/2026, PBMC's Shop Rent Receipt dated 20/05/2026, Aadhaar Card as ID Proof.

Reply of the Respondent

The AE-I (HQ), on behalf of the Respondent, submitted his reply vide letter No. EL/AE/SD-I/HQ/25-6/2026/959 dated 05/09/2026, wherein he submitted that the reply/para-wise comments earlier furnished before the Hon'ble Electricity Ombudsman are being relied upon in the present proceedings and, accordingly, enclosed a copy thereof along with the aforesaid letter, which is kept in the case file as *Exbt.-7*.

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The respondent submitted in his reply/para-wise wherein he stated that "That the Applicant submitted an online application bearing No. 44501 dated 20.05.2026 seeking release of a fresh commercial electricity connection for Shop No. 05, Gumties, Goal Ghar. A copy of the online application is annexed herewith as Exhibit-I Colly.

That upon scrutiny of the application and the documents uploaded by the Applicant, it was observed that the Applicant had declared the status of the premises as "Rented/Leased" and had mentioned Sri Vijaya Puram Municipal Council (formerly Port Blair Municipal Council) as the owner of the premises.

That, however, the Applicant did not upload the Letter of Allotment issued by the Municipal Council nor the No Objection Certificate (NOC) from the owner of the premises, which are mandatory documents required for processing the application.

That the Applicant has stated in his representation that the original Letter of Allotment had been misplaced and that he had uploaded the Monthly Shop Rent Receipt as proof of occupancy and not submitted the Letter of Allotment issued by the Municipal Council nor the No Objection Certificate (NOC) from the owner of the premises.

That Clause 5.30(4) read with Clause 5.30(7) of the JERC (Electricity Supply Code) Regulations, 2018 requires an occupier of the premises to furnish a valid Letter of Allotment or other prescribed proof of occupancy along with a No Objection Certificate from the owner of the premises. Since the Applicant failed to furnish these mandatory documents, the application did not fulfil the requirement prescribed under the Regulations.

QUOTE

5.30 Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- 1) Copy of the registered sale deed or lease deed or rent agreement and in the case of agricultural connections, a copy of khasra/khatauni/khatanakai;
- 2) Registered General Power of Attorney;
- 3) Municipal/Panchayat tax receipt or Demand notice or any other related documents;
- 4) Letter of allotment;
- 5) Copy of the house registration issued by the Panchayat/ownership certificate issued by Revenue Authorities;
- 6) Any other ownership related document issued by local Government Authority.
- 7) An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (1) to (6) above, also furnish a No Objection Certificate from owner of the premises.

UNQUOTE

That accordingly, the online application was rejected on 21.05.2026 with the remarks "Reapply along with the Allotment Order Copy and No Objection Certificate from the SVPMC." A copy of the rejection remarks is annexed herewith as Exhibit-II.

That pursuant to the directions contained in the Admission Notice dated 16.07.2026, the Applicant was requested, vide Letter No. EL/AE/SD-I/HQ/25-6/2026/776 dated 01.08.2026, to appear on 01.08.2026 for resolution of the grievance through mutual agreement, mediation or conciliation. However, no

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amicable settlement could be arrived at. The proceedings are annexed as Exhibit-III.

That, in compliance with the directions of the Hon'ble Ombudsman, a copy of the Admission Notice dt 16.07.2026 was duly served upon the Applicant during the meeting held on 01.08.2026. The acknowledgment is annexed as Exhibit-IV Colly.

That the Respondent Department has acted strictly in accordance with the provisions of the JERC (Electricity Supply Code) Regulations, 2018, The application was rejected solely due to non-submission of the mandatory documents prescribed under the Regulations and not on any other ground.

PRAYER

In view of the facts and circumstances stated hereinabove, it is most respectfully prayed that this Hon'ble Ombudsman may kindly dismiss the Complaint/Representation as being devoid of merit and uphold the action of the present Respondent Department as legal, proper and in accordance with the provisions of the JERC (Electricity Supply Code) Regulations, 2018".

The respondent enclosed photocopies of Online Application No. 44501 dated 20/05/2026, Aadhaar Card as ID Proof, Shop Monthly Receipt, JERC letter dated 17/08/2026 and dated 16/07/2026.

**Submission of the Complainant During Hearing**

Other than the complainant filed before the Forum, he further submitted that he had purchased Shop No. 5 from Shri Omkar Pandey sometime in the year 1992. The Complainant also submitted that the copy of the Municipal allotment order is not traceable at present. He stated that he has been regularly paying the monthly rent in respect of the said shop to the Port Blair Municipal Council (PBMC) and produced a rent receipt issued in his own name. The said rent receipt was taken on record by the Forum. He further submitted that he is also in possession of Shop No. 9 in same location at Gunties, Goal Ghar, Sri Vijaya Puram, which, according to him, stands in his name. The Complainant further submitted that he would produce the documents relating to the purchase of the said shop, in support of his right and interest in the premises within two days.

**Submission of the Respondent During Hearing**

The AE-I (HQ), on behalf of the Respondent, submitted the reply/para-wise comments which was submitted before the Hon'ble Electricity Ombudsman vide letter No. EL/AE/SD-I/HQ/25-6/2026/818 dated 11.08.2026 as his submission in the present matter. He further submitted also the Complainant had not furnished the Shop Allotment Order or the NOC from the SVPBC, i.e., the Sri Vijaya Puram Municipal Council (PBMC), and stated that the said documents are required for processing/release of the electricity connection in the present case. He further submitted that if the Complainant furnishes either of the aforesaid documents, the Respondent would process and release the electricity connection to the Complainant, subjected to fulfilment of the applicable formalities.

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### Forum's Observation

The present complaint pertains to the release of a new electricity connection in respect of Shop No. 5 situated at Gumties, Goal Ghat, Sri Vijaya Puram. The complainant, Shri Mohamed Shakeel Nawaz, S/o Late C.P. Mohammed Hussain, had applied for a new electricity connection through online vide application No. 44501 dated 20/05/2026, along with a rent receipt and Aadhaar Card as identity proof. However, the said application was rejected by the Respondent with the remarks to reapply along with the Allotment Order Copy and No Objection Certificate from the SVPMC. Due to rejection of his application, the complainant approached the Forum seeking release of electricity connection to the aforesaid Shop No. 5.

The Forum noted that the Respondent rejected the aforesaid online application dated 20/05/2026 with the remarks, *"Requested to reapply along with the Allotment Order Copy and No Objection Certificate from the SVPMC"*, without communicating the deficiencies in the application within the prescribed period. **Clause 5.35** of the aforesaid Regulations, 2018 provides as under:

*"For all application forms pertaining to release of supply of new connections, the Licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the Licensee shall acknowledge its receipt on the spot. In case the application is submitted online, the Licensee shall issue a written note regarding shortcomings in the application within 3 working days from the date of submission of application."*

Such failure constitutes a procedural lapse on the part of the Respondent in processing the application in accordance with the prescribed regulatory procedure.

The Respondent is, accordingly, directed to strictly comply with the provisions of **Clause 5.35** in all future applications for new electricity connections and to communicate any deficiency to the applicant within the prescribed period, so as to ensure proper processing of applications and avoid unnecessary litigation.

The Forum further notes **Clause 5.27** of the aforesaid Regulations, 2018 requires an application for new connection to be accompanied by identity proof and proof of ownership or occupancy of the premises, while **Clause 5.30** specifies the documents which may be accepted as proof of ownership or occupancy. In particular, **Clause 5.30(3)** recognizes a *"Municipal/Panchayat tax receipt or Demand Notice or any other related document"*, and **Clause 5.30(4)** recognizes a Letter of Allotment as acceptable proof of ownership or occupancy.

In the present case, the Forum finds that the documents submitted by the complainant could not have been disregarded without examination with reference to the aforesaid provisions. The Respondent was required to consider

the documents furnished by the applicant in their proper perspective and, if any further document was genuinely required, communicate the specific deficiency in accordance with **Clause 5.35**. The Forum, therefore, directs the Respondent to carefully examine the documents prescribed under **Clause 5.27 to 5.30** before rejecting an application and not to insist upon any additional document unless the same is specifically required under the applicable Regulations or is otherwise legally necessary.

The Forum noted that, the complainant further stated, that the electricity connection was sought for **Shop No. 5** and that he was also occupying/holding another **Shop No. 9 situated in the same premises at Gunties, Goal Ghat, Sri Vijaya Puram**, which, according to the complainant, was also allotted by the SVPMC in his name. Since no documentary material in support of Shop No. 9 was produced before the Forum and the identification of the premises was material for proper adjudication of the present complaint, the Forum directed the complainant to furnish the relevant documents in support of his right, interest and occupancy in respect of **Shop Nos. 5 and 9** situated at Gunties, Goal Ghat, Sri Vijaya Puram. Subsequently, on 24/09/2026, the complainant submitted an Allotment Order bearing No. 1725 dated 27/05/2002 in respect of Shop No. 5, which has been taken on record and kept in the case file as **Exbt.-8**.

The aforesaid order dated 27/05/2002 records that Shop No. 5 was originally allotted by the **SVPMC to Shri Omkar Pandey, S/o Shri S.N. Pandey**, and that, on the request of the original allottee, the said Shop No. 5 was transferred in favour of **Shri Sahil Nawaz, S/o Shri C.P. Mohammed Hussain**, i.e. the complainant in the present case. However, the complainant has not produced any documentary evidence in respect of Shop No. 9.

The Forum is of the considered view that, in view of the aforesaid Allotment Order No. 1725 dated 27/05/2002 produced by the complainant in respect of Shop No. 5, the Respondent shall physically verify and identify the actual Shop No. 5 with reference to the said allotment order, in consultation with the concerned SVPMC, being the local authority concerned with the allotment and identification of the shops. If, upon such verification, Shop No. 5 is duly identified and the documents furnished by the complainant are found to correspond with and substantiate the said premises, the Respondent shall process and release the new electricity connection after completion of all applicable statutory and codal formalities.

In case any specific deficiency or discrepancy is found during the aforesaid verification, the Respondent shall take further necessary action in accordance with the relevant provisions of the JERC Regulations and applicable law. The Respondent shall, in such circumstances, communicate the specific deficiency or discrepancy to the complainant by passing an appropriate and reasoned **speaking order**, clearly indicating the relevant regulatory provision and the action required to be taken by the complainant.

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The Forum is of the considered view that the complainant has produced the documents prescribed under **Clauses 5.30(3) & (4)** of the JERC (Electricity Supply Code Regulations), 2018, i.e. **"Municipal Tax Receipt and Shop Allotment Order"**, as acceptable documents in support of ownership/occupancy of the premises. The Forum, therefore, directs the Respondent to duly re-verify the documents submitted by the complainant in respect of Shop No. 5 and, upon satisfactory verification and completion of the applicable statutory and codal formalities, process and release the electricity supply to the said premises in accordance with the applicable Regulations.

The Forum further noted that, since the earlier online application No. 44501 dated 20/05/2026 was rejected by the Respondent, hence, the complainant is directed to submit a fresh application for new electricity connection through the prescribed online/offline mode, along with the ID proof and Allotment Order/Rent Receipt in respect of Shop No. 5 in support of his identity and occupancy of the premises, in accordance with the applicable provisions of the JERC Regulations.

The fresh application shall be duly processed by the Respondent in accordance with the applicable Regulations. If the application is found complete in all respects, the Respondent shall proceed with the release of the electricity connection within the prescribed procedure and timeline, subject to completion of all applicable statutory and codal formalities. Further, in case any deficiency is noticed in the application or the documents furnished therewith, the Respondent shall specifically communicate such deficiency to the complainant in accordance with the applicable provisions and afford the prescribed opportunity for rectification, instead of directly rejecting the application without following the procedure prescribed under the Regulations.

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 **Complaint/Case No. ANI/CG No. 10/2026** is hereby closed with specific directions to the Complainant and the Respondent.
2. The complainant is directed to submit a fresh application for new electricity connection (Commercial) for Shop No. 5 situated at Gumties, Goal Ghat, Sri Vijaya Puram, through the prescribed online/offline mode, in accordance with **Rule 4(4) of the Electricity (Rights of Consumers) Rules, 2020**, along with the documents already produced before the Forum as proof of identity and proof of ownership/occupancy of the premises.

*Handwritten signature and date: 28/9/26*

3. Upon receipt of the fresh application from the complainant, the Respondent shall physically verify and identify Shop No. 5 with reference to the documents submitted by the complainant, particularly Allotment Order No. 1725 dated 27/05/2002, in consultation with the concerned SVPMC. If the premises and documents are found in order, the Respondent shall release the new electricity connection after completion of all applicable formalities as per JERC Regulations.
4. In case any deficiency, discrepancy or other legal/technical impediment is found during the aforesaid verification or while processing the fresh application, the Respondent shall communicate the same to the complainant in writing, clearly specifying the deficiency/discrepancy, the relevant provision of the JERC Regulations or applicable law, and the action required to be taken by the complainant. Where the matter warrants rejection of the application, the Respondent shall pass an appropriate and reasoned **speaking order** in accordance with law.
5. The Respondent is directed to strictly comply with **Clause 5.35** of the aforesaid Regulations, 2018 while processing applications for new electricity connections. Where any deficiency is noticed in an online / offline application, the same shall be communicated to the applicant within the prescribed period and in the prescribed manner. The Respondent shall not reject an application directly without following the procedure prescribed under the aforesaid Clause.
6. The release of electricity connection pursuant to this order shall not confer or create any right, title, interest or equity in favour of the complainant or any other occupant in respect of the premises and shall not be construed as regularisation or unauthorised occupation. The electricity connection shall be treated only as supply of electricity in accordance with the applicable statutory and regulatory provisions.
7. In the event of any order or direction of the competent authority relating to eviction, removal of encroachment, demolition, cancellation of allotment, or otherwise prohibiting the continuation of electricity supply to the said premises, the Respondent shall be at liberty to take appropriate action, including disconnection of the electricity supply, strictly in accordance with law and the applicable Regulations.
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. Non-compliance with this Order shall be treated as a violation of the Regulations of the Commission, and the Forum shall be at liberty to take such action as may be permissible under the applicable provisions of **JERC Regulation No. 31/2024 and Section 142 of the Electricity Act, 2003**.

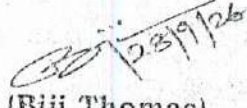
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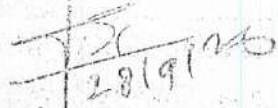
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10. The Forum further directs that, if the Complainant or the Respondent is aggrieved by this Order or seeks recall/review thereof, such application may be made in accordance with **Clause 28 of the JERC (CGRF & Ombudsman) Regulations, 2024**, within the period prescribed therein i.e. 30 days, subject to the conditions and requirements stipulated under the said Regulation.
  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 (Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-I(HQ), Assistant Engineer (IT), Electricity Department, Complainant (Appellant) and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).

  
(Biji Thomas)  
Independent Member  
Electricity CGRF

  
(Amarjeet Singh Saini)  
Chairman  
Electricity CGRF

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