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ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
PORT BLAIR

Before :

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of :

Shri. B. Vishvanathan, S/o Late B. Dalaiah, R/o Flat No. AB-38, IMFC -Royal
Residency Housing Cooperative Society Ltd., Teylorabad, Port Blair.

.....Complainant

Versus

The Electricity Department, A & N Administration, Port Blair.

.....Respondent

Complaint No. : ANI/CGRF/298/23-24/30 dated 21/09/2023
Complaint : Providing New Connection (Domestic)
Date of Hearing : 27/09/2023
Date of Order : 16/10/2023

ORDER

Background

The complainant Shri. B. Vishvanathan, S/o Late B. Dalaiah, R/o Flat No. AB-38, IMFC-Royal Residency Housing Cooperative Society Ltd., Teylorabad, Port Blair filed a complaint vide R.D. No. 192 dated 21/09/2023 regarding non-issuance of new meter connection (Domestic).

The complaint was forwarded on 21/09/2023 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(SAD), Assistant Engineer(Chouldhari), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 27/09/2023 at 10:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Port Blair with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 27/09/2023 at 10.30 a.m.

The Respondent on behalf of Licensee (ED) i.e. Assistant Engineer (Workshop), Nodal Officer (CGRF), Electricity Department filed his reply/para-wise comments in affidavit format vide letter No. EL/AE/WS/2-16/2023-24/171 dated 25/09/2023, which was received by the Forum on 26/09/2023, which is kept in case file **(Exbt.-1)**.



Hearing on 27/09/2023

The Hearing was held on 27/09/2023 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. B. Vishvanathan, Complainant.
- (ii) Shri. Suresh Kumar, AE(W/shop), Nodal Officer (CGRF).
- (iii) Shri. Rajesh Singh, AE(Chouldhari) I/c, Elect. Dept.

Statement of the Complainant

Complainant B. Vishvanathan stated in his complaint letter dated 21/09/2023 that "on 24/05/2023 I had applied for one number of New "Domestic Electric" connection for my Flat AB-38, IMFC-Royal Residency Housing Cooperative Society Limited, Teylorabad Village under Shippighat Site Office vide my online application No. 14241 Dated 24/05/2023. After the lapse of three months the Assistant Engineer rejected my application on the basis of Junior Engineer's report stating that not feasible to provide the connection due to DT overload. (Copy of Online Application and rejection acknowledgement are enclosed for your ready reference).

Sir, from the reliable sources I came to know that after my online application some other applicant in the Teylorabad village also applied and meter also installed, but only in my application some technical issue arose and I am unable to understand the reason. Further I am residing in rented house at Bambooflat and though my flat is handed over to me by the concerned IMFC group but I cannot use till the power supply has to be provide by the Electricity Department. As you are aware that how much important is Electricity in daily life and without Electricity how I can live with my family. Therefore, with folded hands it is requested you to kindly do the needful for which I shall be highly grateful towards your kindness".

The complainant submitted online application form for new connection, Aadhaar Card as ID proof, flat allotment documents etc., which is kept in the case file (Exbt.-2).

Reply of the Respondent/Licensee (ED)

The Assistant Engineer(W/shop), Nodal Officer (CGRF), Electricity Department on behalf of the Respondent/ Licensee(ED) in his written submission vide letter No. EL/AE/WS/2-16/2023-24/171 dated 25/09/2023 has stated that "the details submitted by Assistant Engineer, Chouldhari under SAD Division on the complaint filed by Shri B. Vishvanathan S/o Shri Late B.Dalaiah R/o Flat No.AB-38, IMFC Royal Residency Housing Cooperative Society Ltd., Teylorabad, Port Blair is below: -

1. The applicant applied for providing 1 phase domestic connection, vide application No.14241 dated 24/05/2023 in online mode.

2. The said premises is fed from 200KVA DT installed near Tsunami shelter Teylorabad.
3. The 200 KVA existing distribution Transformer is already > 80% loaded, the low voltage complaint is received by site office on regular basis and DT ckt fuse blows off more frequently. Hence no more connection can be provided till installation of 315KVA DT.
4. The estimate for installation of 315KVA DT had been submitted by AE Chouldhari to the EE(SAD) for approval.
5. The complainant already provided with one T/C Power supply.

Prayer

It is prayed before the Hon'ble Forum that, the forum may dispose of the complaint on the basis of the factual report mentioned above".

The Respondent/Licensee(ED) has submitted AE (Chouldhari), Elect. Dept., vide letter No. EL/AE/CD/3-21/2023/1031 dated 22/09/2023, JE's letter No. EL/JE/SG/2-3/23-24/530 dated 22/09/2023 with supporting documents related to the complaints, which is kept in the case file **(Exbt.-3)**.

Submission of the Complainant

Complainant Shri. B. Vishvanathan submitted that he applied for new connection for his flat bearing No. AB-38, Teylorabad village, Port Blair through online application No. 14241 dated 24/05/2023. After lapse of more than 3 months, my application was rejected by the AE with remarks **"as per report of JE not feasible to provide the connection. The existing DT is overloaded. Can be provided only after installation of new DT"**.

Submission of the Respondent (Licensee)

The AE(W/shop), Nodal Officer (CGRF) and the AE(CD) I/c on behalf of the Respondent/Licensee (ED) stated that on 23/05/2022 a temporary connection was provided through a 200 KVA transformer near Tsunami Shelter, Teylorabad. The construction work might have been completed and a flats has been occupied by the flat owners are enjoying the electricity supply. The complainant consumer is also one of the flat owner who is enjoying electricity supply through temporary connection. The load was increased by the society without intimation, due to which transformer is overloaded above 80 %. The low voltage complaints were received in the site office on regular basis and DT ckt fuse blows off more frequently.

The AE-IV, further stated that the Electricity Department has a new transformer i.e. 315 KVA but the remaining material is awaited to upgrade the installed 200 KVA transformer. After installation of 315 KVA transformer new connections will be provided simultaneously. The consumer is applied for a single phase connection on 24/05/2023 but the proposal was rejected due to



overloaded of existing dedicated transformer. The proposal for enhancement is already submitted to the Higher Officer for approval.

Forum's Observation

The Forum has gone through both the submission and statement submitted before the Forum by the Respondent/Licensee (ED) and the complainant, and found that the Respondent/Licensee (ED) had provided a temporary connection on 23/05/2022 in the name of builder i.e. "IMFC Royal Residency Housing Cooperative Society Ltd." for construction purpose, but it is seen that the builder has extended the power supply illegally for other than the purposed. This is violation of all norms for usage of electricity connection.

The Forum also observed that the Respondent/Licensee (ED) failed to serve notice for illegal electricity supply extended for other purpose to the some of the existing flat owners of the premises due to which the distributed transformer was over loaded above 80%.

Further, on site inspection by the Forum, it was found that there was electricity supply in the flat of the complainant consumer (flat owner), which the consumer had concealed in his complaint vide letter dated 21/09/2023 and accordingly, the Respondent/Licensee (ED) failed to give notice for disconnection of power supply, which is a violation of JERC regulation

In this instant case, the Respondent/Licensee (ED) failed to followed **the clauses/norms of JERC Regulation No. 23/2018 (Electricity Supply Code)** for providing **temporary connection and disconnection** read as follows:

Procedure for Providing Temporary Supply

5.60 Temporary connection shall be granted for a period of maximum one (1) year at a time, which may be further extended, if required:

Provided that in case of construction of buildings (both residential and non-residential), where it would take longer time for completion of the same or other such projects, the temporary supply connection shall be given for a period of two years, which may be further extended, if required:

Provided further that when any part of the building / project has been effectively completed and possession offered to a prospective occupant, then the developer/occupant of such building/portion shall apply for a permanent connection to the Licensee within one month from the date of such effective completion/offer of possession. The temporary connection shall be removed within three months after the date of such effective completion / offer of possession.

5.61 For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.



5.62 The Licensee may give temporary supply within a period of 24 hours, subject to the following conditions:

- (1) If it is technically feasible;
- (2) On payment of an additional fee as fixed by the Licensee and approved by the Commission.

5.63 The applicant shall apply for temporary supply in the format prescribed in Annexure I or II (as applicable) to this Supply Code, 2018 along with the documents prescribed in Regulations 5.29 to 5.34 of this Supply Code, 2018 as well as a No-Objection Certificate (NOC) from the local authority if the supply is required at a place owned by the local authority along with an advance amount as approved by the Commission as a part of Miscellaneous Charges. This advance shall be adjusted against the estimated cost of works:

Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall comply with the provisions of Section 54 of the Act:

Provided further that in case any permit / NOC is withdrawn by the competent authority after energization of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

5.72 After the period of temporary supply is over and supply has been disconnected, the Licensee shall prepare the final bill on the basis of actual consumption. Consumption security, after adjusting unpaid dues, shall be refunded by the Licensee. Material security shall also be refunded after deducting any damage to material (meter, transformer, isolator, etc.) and dismantling charges, which shall not be more than 10% of the material security. Refund of these securities shall be made within 15 days from the date of disconnection, failing which the Licensee shall be liable to pay interest at a rate equivalent to the late payment surcharge as per the prevalent Tariff Order issued by the Commission.

5.73 For extension of the period of temporary supply, the consumer shall apply to the Licensee in writing at least 7 working days before the date of expiry of temporary supply. The Licensee may grant extension and send to the consumer a demand note of advance electricity charges for the period of extension within 7 working days of receiving the written request. For extension of the period of temporary supply for the same load, no fresh feasibility report will be required.

5.74 The applicant may get the date of availing temporary supply extended to a date not later than 90 days from the date of original sanction, by applying to the Licensee at least 4 days before the originally sanctioned date of commencement of supply in Urban Areas, and at least 8 days in advance in Rural Areas.

5.75 The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which shall be governed by provisions of the Act and this Supply Code, 2018.



Chapter -9

9. DISCONNECTION AND RECONNECTION

9.1 The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The Licensee shall remove service line, meter, etc., after permanent disconnection. However, the Licensee may not remove service line, meter, etc., in case of temporary disconnection.

Temporary Disconnection

9.3 The supply may be disconnected temporarily in following cases:

(3) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the Licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer;

(4) If at any time, the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the Licensee on his premises or extends/allows supply of energy to any other premises from his connection;

9.4 The supply shall be disconnected after giving a notice period of minimum 15 days. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

9.5 The Licensee shall, after the connection is temporarily disconnected as per Regulations 9.3(2), 9.3(3) and 9.3(4), issue a notice to the consumer to remove the cause of disconnection within 45 days for domestic consumer and 15 days for consumer of other categories, respectively, failing which the supply shall be disconnected permanently.

9.6 The Licensee may take steps to prevent unauthorized reconnection of consumers disconnected in the manner as described above. Wherever the Licensee discovers that connection has been reconnected in an unauthorized manner, Licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the Licensee discovers that supply to such premises has been restored through another live connection, the same shall also be disconnected.

Permanent Disconnection

9.7 The supply shall be disconnected permanently in following cases:

- (1) On the termination of the Agreement;
- (2) If the cause for which the supply was temporarily disconnected is not removed within the notice period.

Provided that if the service of the consumer remains continuously disconnected for 180 days, not being a temporary disconnection upon request of the



consumer, the Agreement shall be deemed to be terminated on the expiry of 15 days or after expiry of the initial period of agreement, whichever is later without prejudice to the rights of the Licensee or of the consumer under the Act for recovery of any amount due under the Agreement.

Further, in this instant case, the Forum observed **various clauses/norms of JERC Regulation No. 23/2018 (Electricity Supply Code)** which has to be followed by the Respondent/Licensee (ED) **for providing new connection** read as follows:

JERC Regulation No. 23/2018 (Electricity Supply Code)

Chapter-5

5. PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION

Licensee's obligation to supply

5.1 The Licensee shall, on an application by the **owner or occupier of any premises** located in his area of supply, give supply of electricity to such premises within the time specified in this Supply Code, 2018, provided that

(1) The supply of power is technically feasible. Where it is found to be not feasible, the Licensee shall endeavour to improve the feasibility at the earliest and release connection as per this Supply Code, 2018.

(2) The applicant has observed the procedure specified in this Supply Code, 2018; and

(3) The applicant agrees to bear the cost of supply and services as specified in this Supply Code, 2018.

5.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Regulations 4.1 and 4.3, subject to Regulation 4.6 of this Supply Code, 2018.

5.3 The Licensee shall examine the technical feasibility of the connection applied for from their distribution mains and conduct the inspection within 5 working days of the receipt of application.

5.4 In case the connection is not found technically feasible, the Licensee shall intimate to the applicant in writing within 10 (ten) days of receipt of application giving reason for the same and estimated time that it will take to provide the connection, which shall not exceed the timelines specified under Supply Code, 2018:

Provided that no connection up to 20 kW from the existing network can be delayed only on technical grounds for domestic and commercial consumers and for such connections, feasibility report will not be required. However, for load exceeding 20 kW Licensee shall provide connection after augmentation (if required) of the existing network as specified in Supply Code, 2018.

Licensee's obligation to extend the distribution system and consumer's share in the cost



5.8 The Licensee shall have obligation for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply. Wherever the existing transformation capacity at sub-station end is loaded up to 70% of its capacity, the Licensee shall prepare a scheme for augmentation of such transformation capacity after factoring in (N-1) contingency. The Licensee shall display the monthly updated status of transformation capacity for each sub-stations on its website.

5.9 The Licensee shall meet the cost for strengthening/upgradation of the distribution system to meet the demand of the existing consumers as well as future growth in demand through its annual revenues or funds arranged by the Licensee and this cost shall be allowed to be recovered from the consumers through tariff by the Commission subject to prudence check.

5.10 In all cases of new connections, the consumer shall bear the Service Connection Charges, that is the cost of service connection from the Distribution Mains to the point of supply, as approved by the Commission from time to time.

5.11 For uniformity and simplification in calculating the actual cost of extension, the Licensee shall prepare a ready reckoner and get the same approved by the Commission to show the per-unit material cost of LT line, HT line, substation of different capacities, etc., within 6 months from the date of notification of these Regulations. The Licensee shall update the ready reckoner every year, under intimation to the Commission.

5.12 In case the connected / contracted load of any new connection as submitted in applicable forms is 100 kVA or more, a separate transformer of adequate capacity shall be installed at consumer's cost. The space/ room required for housing the transformer, substation, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the Licensee;

Provided that for any new connection with connected /contracted load lower than 100 kVA also, Licensee may install a separate transformer if requested by the consumer, at consumer's cost.

5.14 When the Licensee completes the work of extension of distribution mains and is ready to give supply, the Licensee shall serve a notice on the consumer to take power supply within one month in case of LT and three months in case of HT or EHT. If the consumer fails to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay fixed charges and all other charges as applicable, as per the agreement.

5.17 The consumer shall get the work done within the timeframe provided under this Supply Code, 2018 and if consumer needs more

time, the consumer shall represent to the Licensee with reasonable ground for extension of time and the Licensee shall communicate his approval of the same to the Consumer.

Conditions for Grant of Connection

5.18 The Licensee shall prominently display on its website and wherever feasible, in its offices, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection, and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed, will be required for processing application forms for new connection. Security amount and cost of service line to be deposited by applicant in accordance with Annexure- XVIII to this Supply Code, 2018 shall also be prominently displayed.

Procedure for providing New Electricity Service Connection

Application Form

5.24 The applicant shall apply for release of new connection in the following format as given in the Annexure to this Supply Code, 2018:

Application form for release of new connection (Low Tension) - Annexure - I

Application form for release of new connection (High Tension/ Extra High Tension) - Annexure - II

Format for declaration/undertaking to be signed at the time of receiving electricity supply - Annexure - III

5.29 Any of the following documents shall be considered as acceptable proof of identity:

If the applicant is an individual:

(1) Electoral Identity Card

(2) Passport

(3) Driving Licence

(4) Photo Identity card issued by Government agency

(5) PAN Card

(6) Photo Certificate from village Pradhan or any village level Government functionary like Patwari/ Lekhpal/ village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health centre, etc.

(7) Aadhaar Card.

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 / khata nakal;

(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 certificate 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:

Provided that where an applicant, who is lawful occupier of the premises, is a tenant or a leaseholder and is unable to produce the No Objection Certificate from owner for obtaining a connection, a separate Indemnity Bond shall be executed in favour of the Distribution Licensee in the form prescribed by the Distribution Licensee.

(8) For bonafide consumers residing in JJ clusters or in other areas with no specific municipal address, the Licensee may accept either ration card or electoral identity card mandatorily having the same address as a proof of occupancy of the premises only for the purpose of releasing electricity connection and not for any other purpose:

Provided further that the electricity bill shall be only for electricity supply to the premises occupied by the consumer and shall not be treated as having rights or title over the premises.

5.31 All communications shall be sent at the address where the connection has been released. However, till release of connection, communication may be sent at the address provided by the applicant for this purpose.

5.32 In case of a partnership firm - The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement.

The Forum observes the application status submitted by the complainant consumer (flat owner) which was rejected by the Respondent/Licensee (ED) through online read as **"As per report of JE Not feasible to provide the connection. The existing DT is overloaded. Can be provided only after installation of new DT"**. The Forum observed that the statement of JE regarding transformer capacity to provide the connection whereas JERC Regulations state that if consumer premise is not feasible whatsoever the then to serve notice to the consumer to rectify the same and after rectified by the consumer the electric supply will be released simultaneously. But, in this instant case, it is not feasible for the JE to provide the connection, which should be rectified by the JE/AE to make it feasible and accordingly release the electricity supply to the consumer without any delay, which was not done in this instant case and the application for electricity connection was rejected by the Respondent/ Licensee (ED), which is a violation of JERC Regulation No. 23/2018 under various clause of providing electricity connection.



Further, the Forum observes that the **Processing of Application Form** for providing new connection was not followed under various clause of JERC Regulation No. 23/2018 (Electricity Supply Code) read as :-

Processing Application Forms

5.35 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.

5.37 The Licensee shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/ Database.

The Licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the Licensee's website or the Notice Board at the local office of the Licensee, to be updated weekly.

5.38 An application form shall be deemed to be received on the date of receipt of consumer's application in the prescribed format of the application form, complete in all respects and attached with all relevant documents.

5.39 An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure-XVIII of this Supply Code, 2018, after receipt of the application form.

5.40 The Licensee shall, at the time of receipt of application form, specify a date for inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of application form. If the applicant wishes, the inspection can be scheduled on a non-working day for the Licensee (i.e., Sunday, gazetted holidays, etc.) on payment of inspection fee of Rs. 500.

5.43 The applicant shall get all defects removed within 30 working days from receipt of intimation of defects as specified in Regulation 5 of this Supply Code, 2018 and inform the Licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the Licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The Licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same within 10 working days from receipt of intimation of defects.



5.44 On receipt of information from the applicant about removal of defects, the Licensee shall stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of such information.

5.45 If on re-inspection, the defects pointed out earlier are found to persist, the Licensee shall again record the same in the format given in Annexure -IX to this Supply Code, 2018 and hand over a copy of the same to the applicant or his authorized representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that if the applicant feels aggrieved by the Licensee's action or omission, the applicant may file a representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of grievance:

5.46 If on inspection, there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the Licensee shall sanction the load determined in accordance with Annexure -VIII to this Supply Code, 2018 or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

Table 2: Timeline for issue of demand note:

Particulars	No. of working days from receipt of application	
	Urban Areas	Rural Areas
Extension of distribution mains not required	Within 7 working days	Within 10 working days
Extension of distribution mains / system required		
1. In case of LT service connections	Within 7 working days	Within 10 working days
2. In case of HT service connections	Within 15 working days	Within 20 working days
3. In case of EHT service connections	Within 30 working days	Within 30 working days

Provided that the time taken by applicant in rectifying the defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above:

Provided further that wherever the Transmission Licensee's involvement is required in the process for time and cost estimation, the time taken by the Transmission Licensee shall not be included in the timeline specified above.

5.47 The demand note shall contain the following details:

(1) Details of the works (including service line) to be undertaken for providing electricity supply;



(2) Charges for the abovementioned works to be paid by the applicant in accordance with the schedule of charges specified by the Licensee as approved by the Commission;

Provided that if the applicant wishes to carry out the works himself, the same shall be permitted under supervision by the Licensee's official. Adhering to the estimate and layout approved by the Licensee, the applicant can get the work of drawing of service line from the Licensee's distribution mains up to his premises through a 'C' or higherclass Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through an 'A' class LEC. In such case the consumer shall procure the materials. The Licensee will issue a list of empanelled manufacturers for procuring material to be used by the consumer. The consumers can purchase materials of any make from the list of empanelled manufacturers. The Licensee may ask for documentary evidence to verify the quality of materials used.

Provided further that if the applicant is getting the work done by himself, Licensee can charge Supervision Charges on the labour component of the work at the rate of 15%. The Goods and Services Tax (GST) on the Supervision Charges, if any, shall be recovered from the applicant:

Provided also that if the applicant chooses to get the extension work done on his own, the applicant shall get the work done within the timeframe specified in Regulation 5.52 of this Supply Code, 2018, failing which the Licensee may, on giving 15 days' notice, treat the application form for supply as cancelled.

(3) Amount of security deposit as specified in Annexure -XVIII to this Supply Code, 2018.

5.48 The applicant shall make the payment within 15 days of receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The Licensee's obligation to energize the connection shall arise only after receipt of full payment. The Licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 15-day payment period.

5.51 If as per this Supply Code, 2018, provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the Licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.

5.52 The overall timeline for releasing new electricity connection, from the date of receipt of application, shall be as under:



Table 3: Timeline for releasing new electricity connection (energization):

Activity	Island areas		Mainland areas	
New connection /additional load where supply can be provided from existing network	Urban area: 30 days from receipt of complete application		Urban area: 16 days from receipt of complete application	
	Rural area: 30 days from receipt of complete application		Rural area: 24 days from receipt of complete application	
Extension work or enhancement of transformer capacity is required	Urban area:	Rural area:	Urban area:	Rural area:
	a) LT-60 days	a) LT-90 days	a) LT-30 days	a) LT-45 days
	b) HT-120 days	b) HT-120 days	b) HT-90 days	b) HT-90 days
	c) EHT-180 days	c) EHT-180 days	c) EHT-180 days	c) EHT-180 days
Erection of substation to extend supply	On case to case basis as per approval of the Commission		On case to case basis as per approval of the Commission	

Provided that the Licensee may approach the Commission for extension of time specified above, in specific cases where extension of Distribution mains requires more time, along with details. In such cases, the Licensee shall inform the consumer about the likely time of completion of works.

5.54 The Licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, or delay in consumer's obligation over which Licensee has no reasonable control.

Procedure for Supply to Multi-Consumer Complex

5.56 In case of multi-consumer complexes, such as Group Housing, etc., the new connection sought shall preferably be provided at single point with single meter on LT if load is up to 100 kVA and on HT if load exceeds 100 kVA. A new connection will not be granted until the entire electrical infrastructure is completed. The Licensee shall ensure energization of new connection only after physically verifying the entire internal electrical infrastructure and fulfilment of Regulation 5.35. However, this shall not restrict the individual owner or occupier of any premises for applying for individual connection and the Licensee shall sanction such individual connections. The choice of having single LT/HT connection or individual connections, once exercised before release of connection, cannot be revoked due to operational problem.

In case the connected/contracted load of any connection is projected to be more than 100 kVA, a separate transformer of adequate capacity shall be installed at consumer's cost. The space/room required for housing the transformer, substation, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the Licensee.



For any new connection with connected /contracted load lower than 100 kVA also, License may install a separate transformer if requested by the consumers, at consumer's cost.

In case the consumers in Multi-consumer complex have availed individual connections, separate connection shall be provided for consumption of energy for common services such as lifts, pumps for pumping water, etc., and such consumption of such connection shall be billed at highest slab of respective tariff category.

For all the connections exceeding 11 kV for multi-storeyed building of more than fifteen metre in height, the connection shall be released after obtaining the certificate from Electrical Inspector in accordance with the provisions of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time.

5.57 For such Multi Consumer complexes, the builder / developer / society/ Owners Association. shall be liable to pay service connection charges, i.e., cost of service connection from the existing network of the Distribution/Transmission Licensee to the point of supply, as approved by the Commission from time to time.

Note: The developer/builder/society/ Owners Association includes any agency whether Government, local body or private that constructs the Multi-consumer Complex.

(1) Location for installation of meter should be decided in consultation with the consumer in accordance with the procedures detailed in Chapter-6 of this Supply Code, 2018.

(2) Connections for common facilities like lift, water pumps, etc., shall be given in the name of the builder / developer / society/ Owners Association.

(3) In case the original approved plan is for a multi-consumer complex, but the builder/developer / society / consumer desires to avail connection for a portion of it, the connection shall be provided treating it as multi-consumer complex.

(4) If a building comes under the category of multi-consumer complex and if a separate distribution transformer of sufficient capacity is necessary for giving supply to such building which was not provided earlier, it will be provided at the cost of the builder/developer/society consumer. Alternatively, the builder/developer/society/ consumer shall bear the additional cost to augment the capacity of the existing 11/0.4 kV substation, if found necessary by the Licensee.

(5) On receipt of requisition from the builder/developer/society consumer for supply of electricity to multi-consumer complexes, the Licensee shall extend the supply as per this Supply Code, 2018.

6.3 At the time of seeking a new connection the consumer shall have the option to either;



- (1) Purchase the meter, MCB/CB and associated equipment himself as per specifications issued by the Licensee from time-to-time; or
(2) Require that the meter, MCB/CB and associated equipment be supplied by the Licensee.

6.12 The installation of meter shall be decided in consultation with the consumer. The consumer shall provide suitable and adequate space for installation of the meter in such a manner that it is always accessible to the Licensee or its representatives. **In case of multi-storied buildings, all the meters shall be fixed preferably on the ground floor/rising mains having proper air ventilation and adequate illumination as per the standards and codes specified.**

6.15 Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and all subsequent amendments.

6.16 The consumer shall be responsible for safe custody of meter(s), MCB/CB, etc., if the same are installed within the consumer's premises. The consumer shall promptly notify the Licensee about any fault, accident or problem noticed with the meter.

6.18 It shall be the responsibility of the Licensee to maintain the meter and keep it in working order at all times. The Licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole, etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the Licensee.

The Forum observes the reply submitted by the Respondent/Licensee (ED) wherein stated that "200 KVA existing transformer is already > 80% above loaded, the low voltage complaint is received by site office on regular basis and DT ckt fuse blows off more frequently", while JERC Regulation says wherever the existing transformer capacity is loaded up to 70% of its capacity, the Licensee shall prepare for augmentation of such transformation capacity immediately and accordingly, the Licensee shall display the monthly updated status of transformation capacity for each sub-stations on its website, which has not done in this instant case against installed distributed transformer i.e. 200 KVA, due to which bulk consumers are suffer/harass and facing low voltage problem as well as frequent blowing of DT ckt fuse blows off frequently, which has to be rectify by the Respondent/Licensee (ED) immediately.

The Forum observes the reply submitted by the Respondent/Licensee(ED) for providing domestic connection to the complainant consumer (flat owner) wherein it was stated that after installation of 315 KVA, the

electricity supply will be released accordingly. The Forum noted that said premises is a multi-stored building but as on date the complainant consumer (flat owner) is an individual applicant applying for electricity connection for their domestic use in their flats, hence, the demand of transformer to be installed by the applicant do not arise and also not covered under Multi Consumer Complex till date as per JERC Regulation No. 23/2018 (Electricity Supply Code) under various clause of 5.56, 5.52, 6.12 etc. Hence, the complainant consumer is an individual consumer (flat owner) and the Respondent/Licensee (ED) should be released the electricity connection as per JERC Regulation No. 23/2018 immediately.

Further, the Forum observes the complainant consumer (flat owner) is enjoying an electricity supply in his flat through the installed 200 KVA distribution transformer by extension of temporary connection of Royal Residency IMFC builder alongwith other flat owners were also enjoying the same illegally without apply electricity connection, which should be disconnect as per JERC Regulation in the course of a proper notice and simultaneously the electricity supply should be provided to the complainant consumer (flat owner), after completion of all codal formalities. Additional the online application submitted by the complainant consumer (flat owner) vide application No. 14241 dated 24/05/2023 alongwith supporting documents should be re-verified before providing electricity connection as per JERC Regulation No. 23/2018 under clause of 5.29 and 5.30 before providing electricity connection, if required.

Hence,

It is Ordered:

After detailed deliberations, submissions and documents produced before the Forum, and on the basis of the observation so reached, the following Order is passed:-

1. The Respondent/Licensee (ED) is directed to provide electricity connection immediately, as per online application No. 14241 dated 24/05/2023 with supporting documents applied by the complainant consumer (flat owner), after completion of all codal formalities **as per JERC Regulation No. 23/2018 (Electricity Supply Code) and Regulation No. 06/2009 (SOP)**.
2. The Respondent/Licensee (ED) is directed to re-verified the documents submitted by the complainant consumer (flat owner) is as per JERC Regulation No. 23/2018 under clause of 5.29 and 5.30 before providing electricity connection, if required.
3. The complainant consumer (flat owner) and the Respondent/Licensee (ED) is directed to follow the JERC Regulation No. 23/2018 under clause 6.12 read as *"The installation of meter shall be decided in consultation with the consumer. The consumer shall*

provide suitable and adequate space for installation of the meter in such a manner that it is always accessible to the Licensee or its representatives. In case of multi-storied buildings, all the meters shall be fixed preferably on the ground floor/rising mains having proper air ventilation and adequate illumination as per the standards and codes specified". before installation of smart meter in the consumer premises/building.

4. However, the consumer shall bear the service connection charges that is the cost of the service connection from the Distribution Mains to the point of supply as per JERC Regulation No. 23/2018 under clause 5.10.
5. The Respondent/Licensee (ED) is directed to upgrade the distribution transfer immediately as per JERC Regulation No. 23/2018 (Electricity Supply Code) under clause 5.8, 5.14, 5.43 & 5.54, which had already delayed for more than 6 months and also pursue the Regulation No. 06/2009 (Standard of Performance).
6. The Respondent/Licensee(ED) is directed to insist the consumer for installation of ELCB or RCCB for considering the safety aspect in the circuit of the internal wiring and to avoid accidents/current leakage as per **JERC Regulation No. 23/2018 under clause 6.3.**
7. The Respondent/Licensee (ED) is directed to disconnect the electricity supply to the complainant consumer premises (flat owner) through proper notice as per JERC Regulation No. 23/2018 (Electricity Supply Code).
8. The Respondent/Licensee (ED) is directed to disconnect the temporary connection which is extended illegally to the premises of some of the flat owners by the builder i.e. IMFC Royal Residency Housing Cooperative Society Ltd. in the course of a proper notice for temporary disconnection as per JERC Regulation No. 23/2018 (Electricity Supply Code).
9. The Respondent/Licensee (ED) is directed to instruct the developer if a building cover under the category of multi consumer complex a separate distribution transformer of sufficient capacity will be provided at the cost of the builder/developer/society as per JERC Regulation No. 23/2018 under clause of 5.56 & 5.57.
10. The Respondent/Licensee (ED) is directed to follow the JERC Regulation No. 23/2018 (Electricity Supply Code) and Regulation No. 06/2009 (Standard of Performance) for providing new



connection as per norms/ guidelines, which is not done in this instant case.

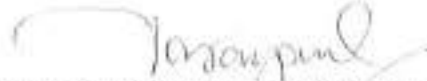
11. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 26/2019 under Clause 27(1).
12. As per JERC Regulation No. 26/2019 under Chapter-IV of 27, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.
13. 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, Plot No. 55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684708, 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 (SAD), Nodal Officer (CGRF), Assistant Engineer-IV, 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) 16/10/2023
Member (Licensee)
Electricity CGRF


(R. Ravichandar) 16/10/23
Chairman
Electricity CGRF

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1. The first part of the document is a list of names and addresses, which are arranged in a columnar format. The names are written in a cursive script, and the addresses are written in a more formal, printed style. The list appears to be a directory or a roster of some kind.

2. The second part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

3. The third part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

4. The fourth part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

5. The fifth part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

6. The sixth part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

7. The seventh part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

8. The eighth part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

9. The ninth part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.

10. The tenth part of the document is a series of paragraphs of text, written in a cursive script. The text is somewhat difficult to read due to the handwriting, but it appears to be a narrative or a report of some kind. The paragraphs are separated by small gaps, and the text is written in a consistent style throughout.