

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

Before:

Shri. R. Ravichandar, Chairman.
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Smti. Bhoomika Biswas, R/o Prem Nagar, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 29/2025 dated 21/10/2025.
Complaint : New Connection (Domestic)
Date of Hearing : 28/10/2025
Date of Order : 30/10/2025



ORDER

Background

The complainant Smti. Bhoomika Biswas, R/o Prem Nagar, Sri Vijaya Puram, filed a complaint vide R.D. No. 1403 dated 21/10/2025 regarding New Connection (Domestic).

The complaint was registered as ANI/C.G. No. 29/2025 and forwarded on 22/10/2025 vide letter No. ANI/CGRF/10-416/898 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-I(HQ), Electricity Department herein after respondent for submitting reply/comments and attending the Hearing fixed on 28/10/2025 at 10:30 a.m. in the Electricity CGRF Building at 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 28/10/2025 at 10.30 a.m.

The AE-I(HQ), Elect Dept., vide his letter No. EL/AE/SD-1/HQ/25-5/2025/808 dated 24/10/2025 with enclosures submitted reply / comments on behalf of the Respondent, which was received by the Forum vide R.D No. 1407 dated 24/10/2025 respectively (the letter is kept in case file) (*Exbt.-1*).

Hearing on 28/10/2025

The Hearing was held on 28/10/2025 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Smti. Bhoomika Biswas, Complainant.
- (ii) Shri. Avijit Biswas, Auth. Complainant.
- (iii) Shri. Naveen Lal, AE-I(HQ), Elect. Dept.
- (iv) Shri. Anuj Kishen, JE, Elect. Dept.

Statement of the Complainant

The complainant Smti. Bhoomika Biswas, R/o Prem Nagar, Sri Vijaya Puram stated in her complaint letter dated 21.10.2025 that *"This is to inform you that I, Bhoomika Biswas D/o Late U.C. Das, R/o Prem Nagar have applied for a meter connection in the land bearing survey no. 12/107 and 12/108. the Assistant Engineer (HQ) have rejected the application with regard the supporting documents. the department of electricity has rejected my application without serving any notice. application and documents are enclosed herewith. I am authorizing my son Avijit Biswas to complete the further process till dispose of the case."*

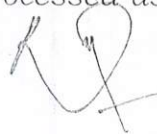
The complainant enclosed photocopies of Online application no. 34907 dated 07/10/2025, Application status, License to occupy land for house site dated 19.02.1990, Death certificate in r/o Late Upendra Chandra Das and Kalawati Das, Family member certificate dated 22.09.2025, Affidavit dated 18.08.2025 & 28.07.2025 and Deed of Indemnity dated 07.10.2025 and Aadhaar card in r/o Complainant and Auth. Complainant as ID proof, which is kept in the case file (Exbt. -2).

Reply of the Respondent

The Respondent submitted para-wise comments vide letter No. EL/AE/SD-1/HQ/25-5/2025/808 dated 24/10/2025 stated that: -

"The applicant Smti. Bhoomika Biswas, R/o Prem Nagar, Sri Vijaya Puram has applied for Domestic Single-Phase Connection in the land bearing Survey no/Plot No. 12/107 and 12/108 situated at Prem Nagar, Sri Vijaya Puram.

The applicant has applied Online for Obtaining electric connection in the above-mentioned premises on 07/10/2025 vide application no. 34907 (Enclosure-I). The application could not be processed as the required documents were not fully submitted.



The Online application was rejected with the remarks (Enclosure-II):-

- 1) To submit the land record (Form-F) for obtaining electric connection.
- 2) Affidavit submitted in which Survey no. of the land is not mentioned.

NOTE: Already as per the CGRF Order dated 08.03.2024 vide Forum Letter no. ANI/CGRF/10- 316/300 dated 08.03.2024, electric connection was already provided in the same Survey No. 12/107 & 12/108 measuring an area of 200 sq.mtrs. in the name of Shri. Bibhash Chandra Das."

The Respondent enclosed photocopies of Online application no. 34907 dated 07/10/2025, Provisional Map of 1979 Application status, License to occupy land for house site dated 19.02.1990, Death certificate, Family member certificate dated 22.09.2025, Affidavit dated 28.07.2025 and Deed of Indemnity dated 07.10.2025 and Aadhaar card, which is kept in the case file **(Exbt. -3)**.

Submission of the Complainant

Smti. Bhoomika Biswas, daughter of Late U.C. Das, submitted that she applied for a new domestic electric connection at her family's ancestral land located in Survey No. 12/107 & 12/108, Prem Nagar. She mentioned that the property was allotted to her late father, and she has now constructed a separate dwelling on the same premises for which she requires an independent service connection.

She further explained that while applying online, some documents such as Form-F could not be attached due to technical difficulties, and the affidavit was inadvertently missing the survey number. However, she had already submitted supporting papers, including death and family certificates and proof of possession. She expressed dissatisfaction that the respondent rejected her application without prior intimation or opportunity to rectify the missing documents.

The complainant clarified that there is no dispute over the property, and she only seeks an independent connection for her own residence. She urged the Forum to direct the respondent to reconsider her case and process the connection upon submission of the required documents.

Submission of the Respondent

The Respondent, represented by the Assistant Engineer (HQ), stated that the complainant's online application (No. 34907 dated 07.10.2025) could not be approved due to non-submission of mandatory land documents.

The respondent reiterated that according to JERC and departmental guidelines, Form-F or other documentary proof of ownership/possession must be enclosed with the application. The affidavit submitted by the complainant was incomplete as it did not contain the survey number of the property. The respondent further highlighted that as per CGRF's prior order dated 08.03.2024, an electric service connection already exists in the same land survey number in the name of Shri Bibhash Chandra Das.

In view of these factors, the respondent maintained that the application was temporarily rejected, not permanently denied, pending submission of complete documentation. The Respondent expressed readiness to process the new connection as soon as the complainant furnishes the necessary verified documents.

Forum's Observation

The case pertains to an application for a new domestic single-phase electric service connection submitted by Smti. Bhoomika Biswas, D/o Late U.C. Das, residing at Prem Nagar, Sri Vijaya Puram, in respect of the land bearing Survey No. 12/107 and 12/108 situated at Prem Nagar. The application was submitted online on 07.10.2025 vide application no. 34907.

The complainant's request for a new electricity connection was rejected by the Respondent, on the grounds of insufficient documentation and incomplete supporting papers. The complainant alleged that she had already submitted the necessary supporting documents, including family details, death certificates of her parents, and had initiated the mutation process of the property, which originally stood in the name of her late father, Late U.C. Das.

The respondent stated that the documents submitted were not in compliance with the requirements for a new service connection. Specifically, the affidavit attached with the application did not contain the survey number of the property, and the Form-F (land record) was not enclosed. Moreover, the respondent cited a previous CGRF Order dated 08.03.2024 (Letter No. ANI/CGRF/10-316/300), which was already allowed a service connection to Shri Bibhash Chandra Das in the same survey numbers and plot area (12/107 & 12/108) measuring 200 sq. meters.

Considering the facts and submissions from both parties, the Forum conducted an inspection on 28.10.2025 and noticed that the connection was already issued in the name of Shri. Bibhash Chandra Das, S/O Late Shri U.C. Das for the same survey No 12/107 and 12/108 measuring 200 sq. meters which the complainant now claims as her survey no. creates doubt on the validity of the location of the said premises, hence The Forum directs the respondent to verify the authenticity of the document and the extent of land



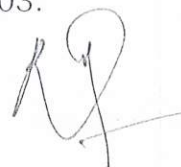
from the revenue authorities before releasing the new service connection. Further it is clear that the release of electric connection to the applicant will not confer any right or equity in favour of the trespasser/encroacher/occupier to default the lawful owner shall not be treated as having right or title over the premises, which was mentioned in JERC Regulation No.23/2018 (Electricity Supply Code 2018).

Hence,

It is Ordered:

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

1. The Case is closed with specific directions to the Respondent.
2. The Forum directs the Respondent to verify the authenticity of the submitted land document and the extent of land from the revenue authorities before releasing the new service connection after observing all codal formalities mentioned in the Electricity Supply Code Regulations 23/2018
3. Further it is clear that the release of electric connection to the applicant will not confer any right or equity in favour of the trespasser/encroacher/occupier to default the lawful owner shall not be treated as having right or title over the premises, which was mentioned in JERC Regulation No.23/2018 (Electricity Supply Code 2018).
4. The Respondent is directed to accept any alternative documentary proof of ownership or occupancy of premises shall be considered as evidence of acceptable proof of ownership instead of insisting Form-F.
5. The complainant is advised to install an ELPD (Earth Leakage Protective Device) to ensure safety and prevent electric leakage hazards.
6. 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.
7. 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.

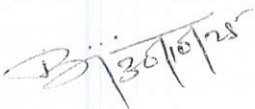


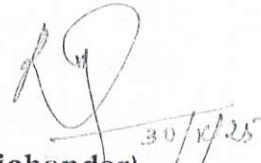
8. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Udyog Vihar, Phase, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684709, E-mail: ombudsman.jercuts@gov.in **within one month from the date of receipt of this order**".

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

A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-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


(Ravichandar)
Chairman
Electricity CGRF

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