

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:

Shri. Shahid Jamil, S/o Shri. Jamil Baksh, R/o Garacharma, Sri Vijaya Puram.

.....Complainant

Versus

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

.....Respondent

Complaint No. : ANI/C.G. No. 27/2025 dated 25/09/2025.
Complaint : Shifting of Transformer
Date of Order : 29/10/2025



ORDER

Background

The complainant Shri. Shahid Jamil, S/o Shri. Jamil Baksh, R/o Garacharma, Sri Vijaya Puram, filed a complaint vide R.D. No. 1367 dated 25/09/2025 regarding Shifting of Transformer.

The complaint was registered as ANI/C.G. No. 27/2025 and forwarded on 25/09/2025 vide letter No. ANI/CGRF/10-414/872 to the Nodal Officer (CGRF), Executive Engineer (HQ) and Assistant Engineer-III(HQ), Electricity Department herein after respondent for submitting reply/comments and attending the Hearing fixed on 13/10/2025 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 13/10/2025 at 10.30 a.m. Later as per the request of the complainant the scheduled meeting on 13/10/2025 was postponed to 22/10/2025 at 10.30 am and the same was communicated to both the parties vide F.No. ANI/CGRF/10-414/881 dated. 30/09/2025.

The complainant had withdrawn his complaint vide his e-mail, which was received by the Forum vide R.D No. 1398 dated 15/10/2025 and the letter was kept in the case file as **Exbt. -1**.

Statement of the Complainant

The complainant stated in his complaint via email dated 28.12.2021 that "Dear Sir, Please refer to the trailing mail in regards to Changing location of electric transformer from one place to another place, at Garacharma.

As we have been sending reminders on to the email but no one is responding nor no one has inspected the place."

Hence requesting if the same can be done at the earliest.

Complainant's statement via email dated 27.08.2025:-

"Dear Sir / Madam, As per the trailing mail in regard to change of location for Electric Transformer is still pending from a very long time.

The attached pics of yesterday 26th Aug 2025 Fire Caught in Electric Transformer Cable Wire.

During the time of Incident we have tried calling the Side Office but there was No call responded neither the call was attended, we have tried calling 101 Fire but the call was also not going which might lead to severe incident.

Self had called JE Madam in this regard and she helped a lot in getting the power supply cut within fraction of second and the staff were also deputed by her and it was Electricity was restored.

We have notified many a times to replace the location due but it seems no one is taking the responsibility.

If this fire was increased then the next house which is having LPG might catch fire which will result in a major tragic incident.

Looking for early response on the matter and action to be initiated to avoid incident."

Complainant's statement vide letter dated 25.09.2025:-

"This is to bring to your kind update that Changing location of Electric Transformer from one place to another place - Garacharma.

The concern is highlighted on the email from 2021 and till date the location is not changed as mentioned.

The email copies are attached for your kind update.

Looking for your kind and early support on the matter."

Complainant's withdrawn statement via email dated 01.10.2025:-

"This is to bring to your kind update that this matter is for the Community / Area / Locality and not for the individual i.e undersigned. So the undersigned name to be removed from the matter.

In the continuation self would like to withdraw the case as it is not pertaining to the individual.

The matter will be brought by the Locality of all the residential members / ward councillor.

Self will not be able to attend the meeting on 22nd Oct 2025.

Hence would request to please Cancel / Withdraw the concern which was raised by the individual."

The Complainant enclosed photocopies of emails and Aadhaar as ID proof, which is kept in the case file (Exbt. -2).



Statement of the Respondent

The Respondent vide letter dated 24.10.2025 stated that "Sir, It is to inform that with reference to the above cited letter received from Hon'ble form CGRF regarding the complaint raised by Shahid Jamil R/o Garacharma the detail report as follows:

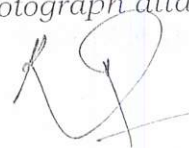
1. The e-mails (shahidj88@gmail.com dtd 11/05/2025, shahidj88@gmail.com dtd 14/05/2025, shahidj88@gmail.com dtd 28/05/2025) received through Shahid Jamil (shahidj88@gmail.com) R/o Murda Khadi Garacharma regarding shifting / changing location of 200KVA transformer in Murda Khadi area Garacharma. On 11 June 2025 join inspection was carried out with Shahid Jamil, Lineman and undersigned, the detail report was submitted to higher authority vide letter no. ELJE/G/charma/2-2/2025-26/197 Dtd 16/06/2025 (enclosed Annexure 1).
2. The e-mail (shahidj88@gmail.com dtd 30/06/2025. Reply has been written by EE (HQ) that request the consumer to shift the Gas cylinder to a safer place (enclosed Annexure II).
3. Further, shahidj88@gmail.com dtd 27/08/2025, shahidj88@gmail.com dtd 28/08/2025) received through Shahid Jamil (shahidj88@gmail.com) R/o Murda Khadi Garacharma regarding shifting / changing location of 200KVA transformer in Murda Khadi area Garacharma. Reply was submitted to higher authority vide letter no. EL/JE/G/charma/2-4/2025-26/278 Dtd 10/09/2025 (enclosed Annexure III).

This for your kind information and necessary action please."

The Respondent vide letter dated 24.10.2025 stated that "Sir, With reference to above email detail received through Shahid Jamil (shahidj88@gmail.com) R/o Murdhakhadi regarding shifting/ changing location of 200KVA distribution Transformer in Murdhakhadi area Garacharma and on dated 11th June 2025 inspection was carried out the detail report as follows:-

Murdhakhadi Transformer capacity of 200KVA was located near Murdhakhadi residential area. The Distribution Transformer structure was installed in year 2008.

The house of Shahid Jamil is located opposite side of the installed transformer and in between house and transformer structure coaltar road is passing of around 05 mtr. width. The total distance from transformer complainant house is around 07 to 09 mtr. (photograph attached)



The first electric connection of complainant house old consumer no. H4/17 and H4/18 (new Consumer no. H7/17 and H7/18) provided on 1st April 2013. From the date of providing of first electric connection it is evident that the complainant have construction his house after the installation of the transformer.

The fencing of transformer is old but in good condition and for new fencing requirement is placed. (Encl-1)

Horizontal clearance of HT ABC cable from complainant house to transformer structure is around 07 to 09 mtr.

Other building near transformer are more than 02 mtr away from the transformer structure and are in a safe distance as per the safety norms prescribed by CEA (measures relating a safety and electric supply) regulation 2023 and the permissible limits as per clause 63 is as follows:

63. Clearances from buildings of lines of voltage exceeding 650V.-(1) An overhead line shall not cross over an existing buildings as far as possible and no building shall be constructed under an existing overhead line.

(2) Where an overhead line of voltage exceeding 650V passes above or adjacent to any building or part of a building it shall have on the basis of maximum sag a vertical clearance above the highest part of the building immediately under such line, of not less than,-

(i) for lines of voltages exceeding 650V and up to and including 33 kV - 3.7 metre;

(ii) for lines of voltages exceeding 33 KV - 3.7 metre plus 0.30 meter for every additional 33 KV or part thereof.

(3) The horizontal clearance between the nearest conductor and any part of such building shall, on the basis of maximum deflection due to wind pressure, be not less than,-

(i) for lines of voltages exceeding 650V and up to and including 11 KV - 1.2 meter

(ii) for lines of voltages exceeding 11 KV and up to and including 33 KV - 2.0 meter;

(iii) for lines of voltages exceeding 33 KV - 2.0 meter plus 0.3 meter for every additional 33 KV or part thereof.

Unquote

As the house of the complainant Shri Shahid Jamil is at a safe distance as per the CEA norms, hence the shifting of transformer on request cannot be considered.

This is for your kind information and necessary action please."



The Respondent enclosed photocopies of picture of complainant's house and transformer, email dated 30.06.2025 and letter to AE-III, which is kept in the case file (Exbt. -3).

Submission of the Complainant

The complainant reiterated his safety concerns regarding the existing transformer at Garacharma, citing multiple communications since 2021 that were left unattended. He emphasized that the transformer's proximity to residential properties posed a potential fire and electrocution risk.

He informed that despite repeated emails and verbal complaints, the Respondent had neither inspected nor relocated the transformer. The fire incident on 26.08.2025 served as clear evidence of the vulnerability of the setup. The complainant stated that his intention was not personal but was motivated by public safety for the entire locality.

Later, acknowledging that the issue affects the community as a whole, he decided to withdraw his personal complaint and allow the local residents' committee and ward councilor to take up the matter collectively.

Submission of the Respondent

The Respondent, after conducting a technical inspection, submitted that the transformer at Murdha Khadi, Garacharma, is installed in accordance with safety norms prescribed under CEA Regulations, 2023.

The Respondent clarified that the transformer predates the complainant's residence, and the required safety distances are maintained. The transformer's fencing and structure were found functionally adequate, though minor maintenance and fencing replacement were already proposed.

The Respondent emphasized that shifting of the transformer cannot be undertaken on individual requests without technical necessity, especially when safety standards are being complied with. However, the Respondent assured that maintenance and safety improvements as observed during the Forum's inspection will be implemented promptly.

Forum's Observation

The present case pertains to a grievance raised by the complainant, Shri Shahid Jamil, resident of Murdha Khadi, Garacharma, regarding the relocation of an electric distribution transformer situated in the close proximity to his residence. The transformer in question is of 200 kVA capacity, installed by the Respondent in the year 2008.



The complainant first raised the concern in December 2021 through email communication, highlighting potential safety hazards and requesting the shifting of the transformer from its existing location. Despite repeated reminders over the years, no concrete action was taken by the Respondent to either inspect or relocate the transformer.

In August 2025, a fire incident reportedly occurred at the same transformer location due to a short circuit in the electric cable. The complainant once again addressed the issue via email, attaching photographs of the incident and emphasizing the potential risk to nearby residential properties. He stated that if the fire had spread further, it could have endangered the adjoining houses, some of which store LPG cylinders.

A subsequent written communication dated 25.09.2025 reiterated the pending nature of the complaint and requested early resolution. However, on 01.10.2025, the complainant withdrew his case, stating that the issue pertained to the entire locality rather than him as an individual and that the matter would henceforth be pursued collectively by the local residents and the ward councilor.

An inspection was conducted by the Respondent's field staff on 11.06.2025, and a detailed report was submitted, followed by the Respondent's statement. The Forum then examined both parties' submissions, conducted a field inspection on 23.10.2025, and recorded its findings and directions for necessary rectification.

Considering the safety aspects, the Forum decided to conduct a joint site inspection on 23.10.2025 at 10:00 a.m. During the inspection, the Forum observed several safety and maintenance concerns at the transformer site.

The mounting structure of the transformer was in a dilapidated condition and the base of the transformer was tied with the structure by aluminum wires to be required immediate attention for strengthen the structures and the base of the transformer to be bolted properly. For the better stability and safety, the transformer to be placed on a concrete plinth. The existing temporary mounting arrangement for the transformer was unsafe and needed to be replaced with a permanent pedestal base. The fuse and distribution board were found open and live wires were exposed, posing a significant risk of electric shock, leakage, or fire due to nearby vegetation to be cleared immediately and the fuses to be placed in the distribution box with lockable doors to prevent any unauthorised access to the DB.

The Forum also noted that such open and unsafe transformer structures were a common issue in the residential locations. Oil leakage was also observed from the transformer, indicating a potential fire hazard. Forum



directs the Respondent to explore the possibility of installation of packaged substation in such locations.

Nowadays, finding a suitable and convenient location for installation of Distribution Transformer (DT) is one of the challenges being faced by Discoms. The Forum acknowledged that relocation of transformers in densely populated areas poses technical, regulatory, and logistical challenges, but emphasized that safety cannot be compromised. The Forum directed to the Respondent to take immediate corrective actions to mitigate safety hazards and improve public safety measures.

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 No. ANI/CG No. 27/2025, in view of the request of the complainant, the complaint is dismissed as withdrawn. In addition to accepting the withdrawal of the complaint, the Forum issued the following directions to the Respondent for corrective actions to mitigate safety hazards and improve public safety measures.
2. The Forum directs the Respondent that the dilapidated condition of the structure of the transformer shall be strengthen or replaced immediately with a proper pedestal foundation. All open fuse breaker switches shall be enclosed in a distribution box with lockable doors to prevent any unauthorised access to the DB.
3. The Forum directs the Respondent to prevent any oil leakage from the transformer and arrest the oil leakage immediately to avoid fire hazards due to the spillage of oil.
4. The Forum directs the Respondent to provide proper fencing with lock and key arrangement to prevent unauthorised access to the transformer Yard.
5. The Forum directs the Respondent to explore the possibility of Packaged substation or RMU (Ring Main Units) instead of open overhead structures for such highly populated residential areas and the same may be included in any Central Aided Projects like RDSS etc.

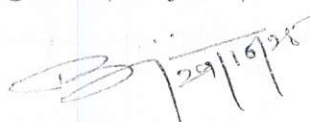


6. The Respondent shall inspect other transformers in the vicinity for similar safety deficiencies. Vegetation around transformer sites shall be cleared periodically to avoid fire risk.
7. The Respondent shall explore, in consultation with the locality, the possibility of shifting the transformer, and if found technically feasible.
8. The complainant is advised to install an ELPD (Earth Leakage Protective Device) at the premises for safety purposes.
9. 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.
10. 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.
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 (Licensee/Respondent), Executive Engineer (HQ), Nodal Officer (CGRF), Assistant Engineer-III(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


(R. Ravichandar)
Chairman
Electricity CGRF

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