

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL,  
FORUM (CGRF), GOVERNMENT OF GOA,  
ELECTRICITY DEPARTMENT, VIDYUT BHAVAN,  
4<sup>TH</sup> FLOOR, VASCO, GOA.**

**Goa/C.G. No. 47/2024/204.**

Shri. Harischandra D. Naik,  
H.No. 130, Madhalawada, Menkurem,  
Bicholim, Goa.

**..... Complainant**

**V/S**

1. The Chief Electrical Engineer,  
Electricity Department,  
Government of Goa,  
Vidyut Bhavan, Panaji – Goa.
2. The Executive Engineer,  
Electricity Department,  
Div –V, Bicholim – Goa.
3. The Assistant Engineer,  
Electricity Department,  
Div – V, S/D-I,  
Bicholim – Goa.

**..... Respondents**

**Dated : - 27/11/2024**

**ORDER**

1. This order shall dispose the complaint dated 05.11.2024 (received on 06.11.2024) filed by the complainant. The complainant is a resident of village Menkurem, Bicholim. His only grievance is that the electricity connection granted to one Dharma Dattaram Naik for agricultural purposes on Sry. No. 21/1 was issued without proper documentation and is being misused on Sry. No. 20/1 for non-agricultural purposes.

**Case of the complainant.**

2. In brief, the complainant's case is that the Village Panchayat of Menkurem-Dhumashe, Bicholim, issued a No Objection Certificate

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(NOC) on 28.06.2018 for obtaining an electricity connection in the name of Mr. Dharma Dattaram Naik. The connection was purportedly sanctioned for agricultural purposes in a property identified as Survey No. 21/1 of the village Menkurem. The complainant raised strong objections regarding the grant of this electricity connection and subsequently sought information from the Panchayat. Upon inquiry, it came to his knowledge that the electricity connection was released without the requisite and proper documentation.

3. Pursuant to the complainant's objections, the Panchayat provided Mr. Dharma Dattaram Naik an opportunity to respond to the grievances. However, the latter failed to submit any reply within the prescribed time. Following the failure of Mr. Dharma Dattaram Naik to address the concerns, the Panchayat issued a letter dated 06.08.2024 to the concerned Assistant Engineer requesting the disconnection of the electricity connection.
4. The complainant alleges that despite the issuance of the letter dated 06.08.2024, the Department failed to disconnect the said connection, which is being misused for purposes other than agriculture. The complainant claimed that the connection is being utilized in a property situated at Sry. No. 20/1 instead of the sanctioned Sry. No. 21/1.
5. The complainant has urged this forum to consider his grievances and to direct the appropriate authorities to take corrective action in accordance with law.

Case of the Department.

6. The respondents filed their para-wise reply through the third respondent. It is their case that the electricity connection bearing CA No. 60007133733 was sanctioned in favour of Mr. Dharma Dattaram Naik on 08.05.2020 for agricultural purposes. The connection

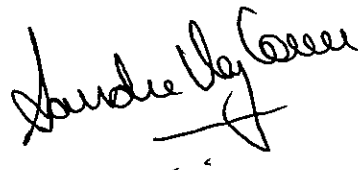
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pertains to Survey No. 21/1, located in Menkurem, and was issued based on NOCs obtained from the Village Panchayat and the Zonal Agriculture Officer. Copies of these NOCs are annexed as Annexure I and II.

7. It is contended that the electricity connection was granted strictly in compliance with departmental procedures and formalities. The respondents acknowledge receiving the revocation of the NOC from the Village Panchayat concerning the said connection. In response, a 15-day disconnection notice was issued, requiring the consumer to furnish proof of ownership or occupancy of the premises, as mandated under the Joint Electricity Regulatory Commission (JERC) rules. Subsequently, the consumer submitted a letter dated 4th October 2024, enclosing a final order of a deed of settlement. It was noted that the property is undivided and co-owned. Accordingly, the consumer was directed on 14.11.2024 to produce an NOC from the co-owner. The consumer replied, indicating that the revocation of the NOC has been challenged before the Directorate of Panchayats, Panaji, which has issued an interim order to maintain the status quo.
8. A site inspection was conducted on 12.11.2024 to verify allegations of misuse of the electricity connection. During the inspection, the connection was found to be used for agricultural purposes. The respondents affirm that the connection was released to the premises shown by the applicant, Mr. Dharma Dattaram Naik, during an earlier site visit by the Junior Engineer. The respondents submit that they have acted in accordance with the rules and regulations.

Hearing.

9. I heard the complainant in person and Shri. Sameer Chodankar, AE representing the Department.



Findings.


10. I perused the records and gave due consideration to the submissions advanced by the parties at the hearing. The issue of jurisdiction of this Forum to entertain and decide this complaint goes to the root of the matter.
11. Regulation 2(e) of the JERC CGRF & Ombudsman Regulations 2024 defines a "*complainant*" to include:
  1. A consumer or prosumer.
  2. An applicant for a new electricity connection.
  3. Registered or unregistered consumer associations or groups with common interests.
  4. Legal heirs or representatives of a deceased consumer.
  5. Other persons authorized or claiming through a consumer.
12. Regulation 2(f) defines a "*complaint*" to encompass grievances related to faults or inadequacies in services provided by the distribution licensee, billing disputes, or hazards posed by electricity services, among others. Crucially, complaints must relate to the complainant's own relationship with the distribution licensee.
13. The complainant, by his own admission, does not hold the electricity connection under CA No. 60007133733 in question. He is challenging the connection granted by the Department to a third party, one Mr. Dharma Dattaram Naik. Thus, in my opinion, the petitioner does not qualify as a "*complainant*" under Regulation 2(e).
14. The complaint concerns alleged misuse of an electricity connection issued to another individual and does not pertain to any grievance arising from the petitioner's relationship with the distribution licensee. Therefore, the matter does not constitute a "*complaint*" as defined in Regulation 2(f).

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15. It is a settled principle of law that a forum's jurisdiction is confined to the matters explicitly defined under its governing regulations. This Forum, being a quasi-judicial body constituted under the JERC Regulations, cannot extend its jurisdiction beyond the scope delineated by the said Regulations. Accepting complaints by third parties unrelated to the services of the distribution licensee would contravene the intent of the Regulations and open the floodgates for unconnected grievances.
16. In view of the above, it is clear that the complainant neither qualifies as a "*complainant*" nor raises a "*complaint*" under the relevant the Regulations. Consequently, this Forum lacks the jurisdiction to entertain the present complaint.

Order.

17. The complaint is hereby dismissed for want of jurisdiction. Proceedings closed.
18. 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 in prescribed Annexure-IV, to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs, 3<sup>rd</sup> Floor, Plot No.55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram-122015 (Haryana), Phone No.:0124-4684708, Email ID: [ombudsman.jercuts@gov.in](mailto:ombudsman.jercuts@gov.in) within one month from the date of receipt of this order.

  
**SANDRA VAZ E CORREIA**  
**(Member)**