

**BEFORE THE ELECTRICITY OMBUDSMAN**  
**(For the State of Goa and Union Territories)**  
**Under Section 42 (6) of the Electricity Act, 2003**  
**3<sup>rd</sup> Floor, Plot No. 55-56, Udyog Vihar - Phase IV, Sector 18,**  
**Gurugram (Haryana) 122015,**  
**Phone No.:0124-4684708, Email ID: [ombudsman.jercuts@gov.in](mailto:ombudsman.jercuts@gov.in)**

Appeal No.159 of 2021/307-311

Date of Video Conferencing: 03.03.2022

Date of Order :08.03.2022

M/s Mary Michael D'Mello.,  
Goa.

.... Appellant

Versus

The Chief Electrical Engineer,  
Electricity Department and others  
Goa.

.... Respondents

**Parties present:**

- |                      |   |
|----------------------|---|
| <b>Appellant(s)</b>  | 1. Ms. Mary Michael D'Mello,<br>Appellant.      |
| <b>Intervenor</b>    | 1. Mr. Dylon Francis De'Mello                   |
| <b>Respondent(s)</b> | 1. Shri. Pradip Narvekar,<br>Executive Engineer |



**Date of Order: 08.03.2022**

The Appellant has preferred an Appeal against CGRF-Goa order in CC-42/2021/162 dated-10.12.2021. The Appeal was admitted on 06.01.2022, as Appeal No.159 of 2021. Copy of the same as received was forwarded to the Respondents with a direction to submit their remarks/ counter reply on each of the points. A copy of counter reply was supplied to the Appellant to file a Rejoinder, if any. Notice was delivered through Respondents/email to Shri Dylon Francis De Mello, however he has not filed any counter reply.

**Settlement by Mutual Agreement**

Both the parties appeared before the Electricity Ombudsman through Video Conferencing as scheduled on 03.03.2022 and were heard. Efforts were made to reach a settlement between the parties through the process of conciliation and mediation. However, no settlement mutually agreeable could be reached. The hearing therefore, continued to provide reasonable opportunity to both the parties to put forth their pleading on the matter.

**(A) Submissions by the Appellant:**

**Appellant submitted the brief facts as under: -**

**(a) FACTS OF THE CASE**

- i. She submitted that CGRF, Goa Order No.42/2021/162 dated 10/12/2021 was received on 16<sup>th</sup> December, 2021. The Order of the Forum shall be reasoned i.e. in the form of speaking order, but unfortunately, I was merely told that the Order would be passed without giving any justification to the deficiencies raised vis-à-vis the Electricity Supply Code Regulations 2018 or the mandated documentation listed on the Licensee website for change of name to legal heir, and hence would like an opportunity to present to you my grievance.
- ii. To summarize, CA No-6005906932, is in the name of my late grandmother Mrs. Carmelina D'Mello. This was illegally changed to CA No. 60007990553 in the name of Mr. Dylon Francis De'Mello in July, 2021.
- iii. Below are the lists of deficiencies in the application. For your ready reference, I am enclosing the documents listed on the Licensee website (Appendiz-1) that are needed for transfer of ownership to Legal Heir.
  - a) Photograph of Installation was not enclosed. There is no mention that this is an optional document, so how can the Licensee claim that is not mandatory. It may not be mandatory to upload at the time of making an online application, but would certainly be needed when physical documents are presented to the office or else why would it be listed?
  - b) Proof of ownership. The Licensee is claiming approval based on 5.30(3)i.e. a house tax receipt issued by the Panchayat. A House Tax receipt issued by the Panchayat is not an



acceptable proof of ownership as per the list in Appendix 1. The Chapter 5 of the Supply Code 2018 refers to PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION Procedure for providing New Electricity Connection is covered under Para 5.24 to 5.34. It is very clear that Para 5.30 of Supply Code 2018 refers to proof of ownership documents for NEW CONNECTION. The licensee has specifically removed "Panchayat" House Tax Receipt from this list for transfer through ownership or to legal heir.

- c) Registered Deed/Succession Certificate. This very important document for transfer of name to legal heir too was missing. As per 5.88 of the Supply Code" The Licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below: (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure V to this Supply Code, 2018, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession / Legal heir Certificate, Mutation in Municipal /land records or any other proof of legal heirship."(Appendix 1) clearly mandates a Registered Deed/Succession certificate. Even Annexure V mandates Succession or Legal Heir certificate/Mutation Deed. The licensee claims that the House Tax Receipt issued by the Panchayat was accepted towards proof of Heirship too and sadly the CGRF did not take cognizance of this.
- d) The death certificate enclosed is that of Carmelina Rozario Fernandes instead of Carmelina D'Mello. As per 5.86 "A connection may be transferred in the name of another person upon death of the consumer". How did the licensee satisfy itself of this clause when the Billing Name is Carmelina D'Mello and the Death Certificate has Carmelina Rozario Fernandes.
- e) As the House Tax Receipt issued by the Panchayat is not valid documents to prove Ownership of Heirship, in my opinion, all the other findings by the CGRF on documents not mandated by the Supply Code 2018/Licensee, becomes irrelevant, but I would still like to clarify on the same:
- (i) In the video call hearing held on 10/12/2021, I very clearly stated that the house is one undivided house shared by both families. The CGRFs claim that I am occupying the latter part and hence their suggestion that I could apply for a new connection to" my part of the house" is totally false.
- (ii) As per CGRF and Ombudsman Regulations, 2019 Notification Gurugram, 11/09/2019, Clause No. 21 the Forum could call for an inspection and verify the same, but regret have not done so.
- (iii) I had further clarified that House Tax No.182 and 182/A were mere separate house tax no, issued to co-owners for one house / building. Enclosing a newspaper article (Appendix 2) where the current Panchayat Minister of Goa has also accepted this practice. Please find House Tax No. 182/A (Appendix 3) in the name of my father Mr. Minguel Aquavina D'Mello which is also on the Mutation Certificate.



(iv) Finally, the billing address on my grandmother CA is pole FC/7 Volvaddo, Pilerne 403511. The applicant has submitted an ID Proof with address C/o Visitacao Antonio Claudino D'Mello, H. NO. 182 Volvaddo, Pilerne, North Goa-403114. Without a Heirship document and the address too being different, how did the licensee unilaterally decide that this connection is for House No.182 and not 182/A, if just a Panchayat House Tax receipt is the only document needed.

**(B) Submissions by the Respondents:**

Shri. Pradip Narvekar, Executive Engineer, (Div.-VI), on behalf Respondents/Electricity Department-Goa, submitted the counter reply as under: -

- (a) That the deponent is working as Executive Engineer, and is authorized by Electricity Department, Goa, being Deemed Licensee to file this reply and represent on behalf of Electricity Department, Goa, in this case.
- (b) Facts of counter reply are as follows:
- (i) Photograph of Installation is not mandatory as per the JERC Supply Code Regulations 2018.
- (ii) Clause 5.30 of JERC Supply Code Regulations 2018 mandates as follows:  
"Any of the following documents shall be considered as acceptable proof of ownerships or occupancy of premises:" Accordingly as per clause 5.30(3) of the said Regulations, Village Panchayat Tax receipt bearing House No. 182 standing in the name of Shri. Dylon Francis De'Mello was relied on to carry out the "change in Name" as applied for by Shri. Dylon Francis De'Mello.
- (c) Clause 5.88 (1) of JERC Supply Code Regulations 2018 clearly mandates ".....or any other proof of legal heirship" and as such the House Tax Receipt issued by Village Panchayat was accepted as proof of legal heirship/ownership.
- (d) The JERC regulations clause 5.86 does not mandate compulsory submission of death certificate along with Annexures 'IV' or 'V' but, without prejudice, it is to state that the death certificate has been accepted along with N.O.C. from the Panchayat and Form I & XIV, as supporting documents with the application by Shri. Dylon Francis De'Mello for "Change in Name".
- (e) It is accordingly prayed that the order dated 10/12/2021 of the Hon'ble CGRF in complaint/Representation No. 42/2021/162 be upheld.

**(C) CGRF-Goa order in CC-42/2021/162 dated-10.12.2021 preferred for Appeal:**

(i) Ld. CGRF-Goa, has passed the following order in the complaint no-42/2021/162:-

**Order**

“Considering the foregoing, we did not find any merit in the complaint. Hence the same stands dismissed.

In case the complainant is not satisfied with the above decision, he is at liberty to file an appeal before Hon’ble Electricity Ombudsman for State of Goa and Union Territories.”

**(D) Deliberations during Video hearing on 03.03.2022:**

**(D-1) Appellant’s Submission:**

(a) Ms. Mary Michael D’Mello-Appellant reiterated her version as submitted in the Appeal.

(b) On being asked, when was Ms. Carmelina Fernandes E. D’Mello passed away. She stated that it was around 1984 and her father passed away in 2010. When asked as to why this connection was not got transferred and why she is disputing now. She has no satisfactory answer but added that because now the Electricity Department has transferred the connection in the name of Mr. Dylon Francis De’Mello, her right to live peacefully in her ancestor property has been snatched.

(c) On being asked to clarify her legal status on the connection already existing in the name of Ms. Carmelina D’Mello, she stated that Ms. Carmelina Fernandes E. D’Mello was her grandmother. However, she has no document to prove the legal heirship/ownership in the premises except that she is an occupier and regularly paying Electricity Bills and also paying House tax to Panchayat in the name of her late father, who is a co-owner in the property.

(d) Appellant further confirmed that premises in question is the joint ancestor property and she as well as Mr. Dylon Francis De’Mello, have a separate room and Kitchen and common area is being used by both parties.

(e) She admitted that as per Form I & XIV supplied by her, there are following occupants along with her relationship with them:-

- i. Ms. Carmelina Fernandes E. D’Mello (Appellant’s Grand Mother)
- ii. Mr. Minguel Aquavina D’Mello (Appellant’s Father)
- iii. Mr. Visitacao Antonio D’Mello (Appellant’s Uncle)

**(D-2) Intervenor’s Submission:**

(a) Mr. Dylon Francis De’Mello, s/o late Mr. Visitacao Antonio D’Mello submitted that Appellant has a separate water connection and he has no objection if she takes separate electricity in her name.

**(D-3) Respondent’s Submission:**

a. Shri. Pradip Narvekar, -Executive Engineer, reiterated his version as submitted in counter reply to the appeal and requested to dismiss the Appeal.

b. On being asked as why the connection was transferred in the name of Mr. Dylon Francis De’Mello, when he has no documents to prove that he is a owner, whereas in all documents/application for transfer of connection, he is stating to be owner. He stated that



they have accepted the Village Panchayat House Tax receipt submitted by Mr. Dylan Francis De'Mello, as proof of ownership as per clause 5.30(3) of the JERC Supply Code Regulations. His attention was invited to Clause 5.85 to 5.87 for processing of applications for transfer of connection and dealing the case accordingly.

**(E) Findings & Analysis:**

1. I have perused the documents on record, CGRF orders and pleadings of the parties.
2. The documents submitted by the parties have been believed to be true and if any party submitted a fake/forged document, then they are liable to be prosecuted under relevant Indian Penal Code/Rules/Regulations.
3. The issue which has arisen for considerations in the present Appeal is as under:-
  - (i). Whether the rejection of Appellant request for reversal of the Change of Name allowed by the Ld. CGRF-Goa, from Ms. Carmelina D'Mello to Mr. Dylan De Mello is justified?
4. Regarding issue no 3(i) as above, as to whether the rejection of Appellant request for reversal of the Change of Name allowed by the CGRF-Goa from Ms. Carmelina D'Mello to Mr. Dylan De Mello is justified?
  - (a) Following provisions have been provided in the Supply Code Regulations, 2018, as amended from time to time duly notified by the Hon'ble Regulatory Commission.

**" Procedure for Modification in Existing Connections**

**Application Form**

5.76 *The applicant shall apply for modification in existing connection in the following format as given in the Annexure to this Supply Code, 2018:-*

- (1) *Application format for change in name of registered customer due to change in ownership/occupancy - Annexure IV*
- (2) *Application format for transfer of ownership to legal heir – Annexure V*
- (3) *Application format for Conversion of Services / Change of Consumer Category / Shifting of Premises - Annexure VI*
- (4) *Application format for load enhancement/reduction – Annexure VII*

5.77 *Application forms in English and Hindi shall be made available at the local office of the Licensee free of cost. The Licensee shall also put up all application forms on its website for free download. Legible photocopies of a blank form may be made by the consumer and shall be accepted by the Licensee. The Licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The Licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be*



submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the Licensee.

5.78 The Licensee shall facilitate or provide such avenues for applying for new connection or modification in existing connection through website, call centres, etc., which minimize the applicant's interface with the utility during the process.

5.79 All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with Regulation 5.29 of this Supply Code, 2018, if the connection is registered in the name of the applicant; or a No-Objection Certificate (NOC) from the person other than an applicant for name change by legal heir & purchaser of property in whose name the connection is registered, if the connection is not registered in the name of the applicant.

**(b) Transfer of Connection**

5.85 The consumer shall not without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest there under in any manner.

5.86 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either **Annexure IV or V** (as applicable) for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.

5.87 The Licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

(1) The applicant shall apply for change of consumer's name in the format prescribed in **Annexure IV** to this Supply Code, 2018, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property.

(2) The security deposit in the name of preceding consumer shall stand transferred in the name of the applicant and no additional security deposit shall be taken if consumer continues with same load.

Provided further that in cases, if the property is being transferred in the name of multiple owners, the connection will be transferred in the name of first owner:

A handwritten signature in black ink, appearing to be 'S. S. S.', with a long horizontal line extending to the right.

*Provided in case if connection is requested to be transferred in name of second co-owner then the same shall be accepted on receipt of NOC from other co-owners.*

*Provided also that if other co-owner, upto two, of the property want to add their name for electricity connection, they shall apply jointly for name change.*

- (3) Change of consumer's name shall be effected within two billing cycles after acceptance of application form.*

*5.88 The Licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:*

*(1) The applicant shall apply for change of consumer's name in the format prescribed in **Annexure V** to this Supply Code, 2018, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The Licensee shall process the application form in accordance with Regulations 5.79 to 5.83 of this Supply Code, 2018.*

*(2) Security deposit lying with the Licensee in the name of original consumer shall be transferred to its legal heir to whom the connection is to be transferred and no additional security deposit shall be taken if consumer continues with same load.*

*Provided further that in cases, if the property has been transferred in the name of multiple owners, the connection will be transferred in the name of first owner:*

*Provided also that if other co-owner, upto two, of the property want to add their name for electricity connection, they shall apply jointly for name change."*

*(3) The change of consumer's name shall be effected within two billing cycles after acceptance of application.*

*(4) Any charge for electricity or any sum other than charge for electricity as due and payable to Licensee, which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the Licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.*





(c) The format for Annexure-IV as stated above in Regulation-5.87 is as under:-

Annexure –IV	
Application form - Change in Name of Registered Consumer	
1	Service Connection No.
2	Name of Registered Consumer (at present)
3	Consumer category
4	Contracted load
5	Address: Telephone No.
6	Name of the person in whose name connection to be changed(in CAPITAL LETTERS)

Note: The following documents are attached with the application form:  
(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. No Objection Certificate from the existing consumer if available/possible.
4. Registered deed/ Succession certificate/ .....(if any other document, please specify)

Date: Signature of the Consumer:  
Place: Name:  
Contact No.: Email-Id:

Acknowledgement  
Application form of Service Connection No..... at present in the name of..... (name of applicant) has been received on.....(date) for changing the name of Consumer to.....

In this regard, the consumer is given a reference no. ....to be used for all future correspondence.

Signature / Seal of Licensee’s representative  
Name and Designation:

(d) The format for Annexure-IV as stated above in regulation-5.87 is as under: -



**Annexure-V****Application form - Transfer of Ownership to Legal Heir**

1	Service Connection No.	
2	Name of Registered Consumer (at present)	
3	Consumer category	
4	Contracted load	
5	Address:	Telephone no.:
6	Name of the person in whose name connection to be changed <i>(in CAPITAL LETTERS)</i>	

Note: The following documents are attached with the application form:

(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. Registered will / Succession or Legal Heir certificate / Mutation deed / (if any other document, please specify)
4. NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs in absence of 3 above.

Date: Signature of the Consumer

Place:

Name:

Contact No.:

Email-Id:

Acknowledgement

Application form of Service Connection No.....at present in the name of.....


(name of applicant) has been received on.....(date) for changing the name of Consumer

to.....In this regard, the consumer is given a reference no. \_\_\_\_ to be used for all future correspondence.

Signature / Seal of Licensee's representative

Name and Designation

(e) A perusal of the Annexure-I (Application for Supply of Energy) and other connected documents submitted by Intervenor reflects that he is claiming to be owner of the premises. His application has not been dealt properly as per Regulations-5.76 to 5.78 and 5.85 to 5.88 of the JERC Supply Code, regarding processing of applications for transfer of connection. The



Electricity Department /Respondents have dealt the Application as a case of New Electricity Connection and misunderstood the provisions as contained in Regulation- 5.30(3) and accepted the Village Panchayat Tax receipt as proof of ownership.

(f) The Respondents were required to deal the case as per Regulations-5.76 to 5.78 and 5.85 to 5.88 of the JERC Supply Code, as stated above. In both the Annexure-IV and V, in addition to proof of ownership/ legal occupancy of premises as per Regulation-5.30(3), other document such as Registered will / Succession or Legal Heir certificate / Mutation deed / such other documents, to prove the change in ownership was required. The Respondents misunderstood the provisions and inadvertently accepted the Village Panchayat Tax receipt as proof of change of ownership. Neither in the Village Panchayat Tax receipt nor in the NOC issued in favour of Mr. Dylon De Mello, it has been reflected that tax has been accepted from the owner or an occupier. No document was produced to show that village Panchayat has power to change ownership of a premises. Therefore Village Panchayat Tax receipt cannot be treated as a proof of ownership without any statutory powers. Even the Appellant has the Village Panchayat Tax receipt, in the name of her late father.

Therefore, for Transfer of connection/change of name under Regulations-5.76 to 5.78 and 5.85 to 5.88 of the JERC Supply Code,, the document as per the provisions of Regulation-5.30(3) can only be considered as proof of occupancy and other documents to prove ownership are also required as per Annexure-IV or V. If Respondents starts changing the ownership on the basis of Regulation-5.30(3), the very purpose of Registered will / Succession or Legal Heir certificate / Mutation deed etc will be defeated, leading to endless litigations besides violation of stamp duty Act etc. Therefore, in my considered opinion, the Ld. CGRF has erred in not considering the implications in the facts and circumstances of this case.

(5) Another contention of the Appellant to restore the connection to the name of original name i.e late Ms. Carmelina D'Mello , cannot be accepted, in view of following laws laid down by Hon'ble Courts:-

(i) Hon'ble Supreme Court in Paschimanchal Vidyut Vitran Nigam Ltd. Vs M/s DVS steels Alloys Pvt. Ltd. has observed as under in para-11, which is reproduced below: -

*"11. A stipulation by the distributor that the dues in regard to the electricity supplied to the premises should be cleared before electricity supply is restored or a new connection is given to a premises, cannot be termed as unreasonable or arbitrary. **In the absence of such a stipulation, an unscrupulous consumer may commit defaults with impunity, and when the electricity supply is disconnected for non-payment, may sell away the property and move on to another property, thereby making it difficult, if not impossible for the distributor to recover the dues.** Having regard to the very large number of consumers of electricity and the frequent moving or trans locating of industrial, commercial and residential establishments, provisions similar to clause 4.3(g) and (h) of Electricity Supply Code are necessary to safeguard the interests of the distributor. We do*



not find anything unreasonable in a provision enabling the distributor/supplier, to disconnect electricity supply if dues are not paid, or where the electricity supply has already been disconnected for non-payment, insist upon clearance of arrears before a fresh electricity connection is given to the premises. It is obviously the duty of the purchasers/occupants of premises to satisfy themselves that there are no electricity dues before purchasing/occupying a premises. They can also incorporate in the deed of sale or lease, appropriate clauses making the vendor/lessor responsible for clearing the electricity dues up to the date of sale/lease and for indemnity in the event they are made liable. Be that as it may.”

(ii) Hon’ble Delhi High Court in Tata Power Delhi Distribution vs Neeraj Gulati has observed as under in para-18, which is reproduced as below: -

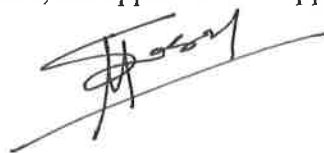
“18. It appears that the petitioner therein relied upon the judgment of the Supreme Court in the case of Isha Marbles case v. Bihar State electricity Board (1995) 2 SCC 618. The Division Bench insofar as Isha Marbles (supra) is concerned, was of the view that in the said decision the facts were the previous owner of the premises in question had mortgaged/hypothecated the premises to secure a loan from the State Financial Corporation. Since the loan was not repaid, the property was auctioned/sold under Section 29 of the State Financial Corporation Act. The auction purchaser applied for reconnecting of the electricity supply to the premises, which had been disconnected for nonpayment of dues by the previous owner. The question arose, whether the auction purchaser had to pay the electricity dues of the previous owner to get restoration of the electricity connection. The Supreme Court held that the Electricity Board had no charge over the property and the Board could not seek enforcement of the contractual liability against the third party. The Division Bench also held that the aforesaid view of Isha Marbles was repeated by the Supreme Court in Ahmedabad Electricity Company Ltd. ”

(iii) It is true that as a general principle of law, proceedings against dead persons are null and void.


(iv) In view of above discussions, I am of the considered view that the Appellant has not come to this authority with clean hands. As submitted by Appellant, Ms. Carmelina Fernandes E. D’Mello had passed away in 1984 and her father passed away in 2010. Thus, for around 30 years nobody bothers to get the Electricity Connection transferred from the name of late Ms. Carmelina Fernandes E. D’Mello. As observed by Hon’ble Supreme Court/High Court, this could be only to evade payment of pending dues of electricity by selling property from one hand to another.

#### **(F) DECISION**

(i) For the reasons discussed above, the appeal of the Appellant is allowed.



- (ii) The order in Complaint No-CC-42/2021/162 dated-10.12.2021, passed by Learned CGRF-Goa is set aside.
- (iii) The electricity connection transferred in the name of Mr. Dylon De Mello from Ms. Carmelina Fernandes E. D'Mello is also set aside and ordered to be restored in the name of Ms. Carmelina Fernandes E. D'Mello with 15 days to enable the Appellant/Intervenor to complete the formalities in applying for Transfer/New connection.
- (iv) Since due to demise of Ms. Carmelina Fernandes E. D'Mello, the agreement has become null and void, the Electricity Department-Goa/Deemed Distribution Licensee is directed to issue 15 days notice to the Appellant as well as Intervenor to get the existing connection transferred in their names as per Regulations-5.76 to 5.78 and 5.85 to 5.88 of the JERC Supply Code Regulations, after submitting proper proof of ownership such as Registered will / Succession or Legal Heir certificate / Mutation deed etc. **OR** apply for a New connection as per Regulations- 5.24 to 5.34 of JERC Supply Code Regulations **within 60 days**. If the Appellant/Intervenor fails to file an application as per Supply Code Regulations-2018, **within 60 days**, the said electricity connection be disconnected and action be taken to recover the pending dues. If Appellant applies for Transfer of connection or a new connection as per provisions of Supply Code Regulations-2018, the same be expedited as per said Regulations.
- (v) The Electricity Department / Licensee should submit a compliance report to the office of Electricity Ombudsman on the action taken in this regard within 90 days from the issuance of this order by email.
- (vi) In case, the Appellant or the Respondents are not satisfied with the above decision, they are at liberty to seek appropriate remedy against this order from the appropriate bodies in accordance with Regulation 37(7) of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.
- (vii) The appeal is disposed of accordingly.



8/3/2022

(M.P. Singh Wasal)  
Electricity Ombudsman  
For Goa & UTs (except Delhi)

Dated 08.03.2022

**CERTIFIED TRUE COPY**

*Atty*  
08/03/2022  
REGISTRAR

O/O ELECTRICITY OMBUDSMAN  
Joint Electricity Regulatory Commission  
(For the State of Goa & UTs)  
Gurugram (Haryana)

