

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

Appeal No-276 of 2026

Date of Hearing: 12.08.2026 &
24.08.2026

Mode: Videoconferencing

Date of Order: 24.08.2026

In the matter of
Smt. Padhamawathi
R/o Near JCDC Office, Buniyada Bad,
Sri Vijaya Puram

...Appellant/Complainant

Versus

Electricity Department,
Andaman & Nicobar Administration

...Respondent

In the matter of Smt. Padhamawathi versus Electricity Department, Sri Vijaya Puram.

Present:

Appellant

1. Smt. Padhmawathi

Respondent(s)

1. Mr. Naveen Lall,
Assistant Engineer-I(HQ),
Electricity Department
Sri Vijaya Puram
2. Ms. Jayaram Anushiya,
JE, Electricity Deptt.
Sri Vijaya Puram.



ORDER

The present Complaint/Representation was taken up for hearing through Video Conferencing on 24.08.2026. The Appellant, Smt. Padhamawathi, appeared in person. The Respondent/Department was represented by Mr. Naveen Lall, Assistant Engineer-I (HQ) and Ms. Jayaram Anushiya, Junior Engineer, Electricity Department, Sri Vijaya Puram.

The present matter arises out of the grievance raised by the Appellant before the Consumer Grievance Redressal Forum, Andaman & Nicobar Islands. In view of the Consumer Grievance Redressal Forum, Andaman & Nicobar Islands not being functional, the matter was forwarded to the office of the Electricity Ombudsman for adjudication and was registered as Complaint/Representation No. 276 of 2026.

The Respondent, Assistant Engineer-I (HQ), Electricity Department, A&N Administration, vide Letter No. EL/AE/SD-I/HQ/25-6/2026/819 dated 11.08.2026, has filed an affidavit before the Ombudsman.

It has been stated in the affidavit that, pursuant to the directions contained in the Admission Notice, the Appellant was requested vide letter dated 29.07.2026 to appear on 30.07.2026 for resolution of the grievance through mutual agreement, mediation or conciliation.

It has further been submitted that during the meeting held on 30.07.2026, the Appellant expressed satisfaction with the electricity bills raised by the Respondent Department and agreed to withdraw the Complaint/Representation pending before the Electricity Ombudsman.

The Respondent has also placed on record an original Settlement Agreement dated 30.07.2026, duly executed and signed by the Appellant and the Respondent Department. The Respondent has accordingly submitted that, in view of the amicable settlement arrived at between the parties, the dispute no longer survives for adjudication before the Ombudsman.

During the hearing held on 24.08.2026, the Appellant appeared in person and submitted that her grievance has been addressed pursuant to the settlement arrived at between the parties. She further submitted that she is satisfied with the resolution of her grievance and does not wish to pursue the present Complaint/Representation any further.

The Appellant accordingly requested that she may be permitted to withdraw the present Complaint/Representation.

Findings and Decision

The submissions made by the parties and the material available on record have been duly considered.

It is evident from the record that the parties have amicably resolved the grievance raised by the Appellant and have executed a Settlement Agreement dated 30.07.2026. The Appellant, who appeared in person before the Ombudsman on 24.08.2026, has expressly



confirmed that her grievance has been addressed and that she does not wish to pursue the present matter any further.

In view of the settlement between the parties and the categorical statement made by the Appellant seeking withdrawal of the matter, no surviving grievance remains requiring adjudication by this Ombudsman.

Accordingly, the request of the Appellant for withdrawal of the present Complaint/Representation is found to be justified and is liable to be allowed.

Order

In view of the foregoing facts and circumstances, the Electricity Ombudsman hereby allows the request of the Appellant for withdrawal of the present Complaint/Representation.

Accordingly:

1. Complaint/Representation No. 276 of 2026 is permitted to be withdrawn and stands disposed of as withdrawn.
2. The Settlement Agreement dated 30.07.2026, executed between the Appellant and the Respondent Department, is taken on record.
3. Since the grievance of the Appellant has been amicably resolved and the Appellant has expressed her satisfaction with the settlement, no further adjudication is called for in the present matter.
4. The parties shall remain bound by the terms and conditions of the Settlement Agreement dated 30.07.2026.
5. The present proceedings are accordingly closed, and the case file be consigned to the record.

Pronounced on 24th August, 2026.


(C.M. Sharma)

Dated: 24.08.2026

Electricity Ombudsman (JERC)