

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/125/2025			
2	Complainant	Name & Address:		Consumer No:	
		Kasturba Gandhi Abasika Balika Vidyalaya At-Gaisilat, Dist-Bargarh		New Service Connection	
				Contact No.:	
				9777733411	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application		19.08.2025		
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes	√
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions		8. Metering	
		9. New Connection		10. Quality of Supply & GSOP	
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments	
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations	
		15. Others (Specify) -			
6	Section(s) of Electricity Act, 2003 involved			42(5)	
7	OERC Regulation(s):				Clauses
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
	2	OERC Conduct of Business) Regulations, 2004			
	3	Odisha Grid Code (OGC) Regulation, 2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			42,140,155 & 157
8	Date(s) of Hearing		19.08.2025		
9	Date of Order		03.09.2025		
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.			Nil	
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Secretary Cum Headmaster, KGBV Gaisilat		SDO(Elect.), TPWODL, Padampur		

ORDER



Brief Facts of the Case

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 19-08-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant KASTURABA GANDHI ABASIKA BALIKA VIDYALAYA (KGBV), GAISILAT is an aspiring consumer under the area of Jurisdiction of the respondent. That the Complainant has raised objection regarding delay in new electricity connection to his premises. He requested for expeditious action regarding delay in new electricity connection to his premises.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he has applied for a new connection for their institution on 10-06-2024 in accordance with the prescribed procedure.
2. The complainant also submits that he has paid application fees and connection charges of Rs.7461.00 on 10-06-2024 and LT Extension charges of Rs.18880.00 on 07-02-2025 to the respondent.
3. He further submits that; despite fulfilling all formalities and ensuring timely payment of the above charges, no progress in the necessary works for providing the electricity connection has been made till date. The prolonged delay is causing considerable hardship to the functioning of the hostel and adversely impacting the welfare and education of the students as 200 students are staying there.
4. He also requested the Forum to intervene and direct the concerned authorities to complete the necessary work and provide the electricity connection to KGBV, Gaisilat.

2. Reply Submission of the Respondent:

- i. The respondent submitted the written submission to the case on dated 22-08-2025.

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- ii. The respondent submitted that the work order has already been given to the vendor "M/s Pabitra Electrical Worksop, Bhawanipatna" for LT Extension work of Kasturaba Gandhi Abasika Balika Vidyalaya, Gaisilat, Bargarh and the work is under progress.



Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

As per Regulation 33 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, it is clearly mentioned that:

The Distribution Licensee/supplier shall give supply of electricity to the premises pursuant to the application under Regulation 32 above as hereunder:

- (a) Where no the extension of distribution main or commissioning of new substation is required the licensee/supplier shall effect such supply within 7 days of the date of payment of fees, charges and security amount payable in case of LT category;
- (b) In cases where such extension of distribution main or commissioning of new substation is required but there is no requirement of erecting and commissioning a new 33/11kV substation within the time frame given hereunder:

Type of Service Connection Requested	Period from date of payment of required fees, security and other estimated charges, within which supply of electricity should be provided
LT Supply	10 Days
11 KV Supply	20 Days
33 KV Supply	30 Days

Provided that the Distribution Licensee/supplier may approach the Commission for extension of the time specified above, in specific cases where the magnitude of extension is such that the Licensee/supplier will require more time, duly furnishing the details in support of such claim for extension and if satisfied with the justification given by the Distribution Licensee/supplier, the Commission may extend the time for commencing the supply.

The Forum is of the view that, as the complainant has followed all the formalities and paid all the dues on 07-02-2025, the respondent should provide him the power supply within 10 days. But in this case already seven months have been passed but

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as per respondent the work is still under progress which is a gross negligence on the part of the respondent.



Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The respondent is directed to complete the work and give the power supply to the complainant within 7 days as per Section 33 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

The Opposite party is directed to submit the compliance report to this Forum within 10 days from the date of issue of this order.

Accordingly, the case is disposed of.

 Co-Opted Member Grievance Redressal Forum TPWODL, Bargarh-768028	 (P. Das) Member (Finance) Grievance Redressal Forum TPWODL, Bargarh-768028	 (B.K. Singh) President Grievance Redressal Forum TPWODL, Bargarh-768028
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No. GRF/BGH/

136 (3)

Date: 03.09.2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 125 of 2025.