

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/154/2025				
2	Complainant	Name & Address:		Consumer No:		
		Radheshyam Sahu		5120-0105-0879		
		At-Bardol, Bargarh		Contact No.: 9438116304		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), TPWODL, BED, Bargarh		BED, TPWODL, Bargarh.		
4	Date of Application		12.09.2025			
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				
		155 & 157				
8	Date(s) of Hearing		12.09.2025			
9	Date of Order		24.10.2025			
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:			
	Radheshyam Sahu		SDO(Elect.), TPWODL, Bargarh-II			

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO-II Bargarh under Bargarh Electrical Division on 12-09-2025, the complainant appeared before the Forum whereas SDO- Bargarh-II appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- LT INDUSTRIAL(M) SUPPLY >=22 KVA consumer having consumer No. 5120-0105-0879 with connected load of 30.0 KW. That the Complainant has raised objection regarding fixed charges levied to him during the transformer burnt period and not replacing the burnt transformer by the respondent for which he is not able to get power supply. He requested for revision of bills and replacement of transformer and mentions about verbal complaint being made to the respondent earlier on.

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, the transformer from which he was getting power supply has been burnt in Jul'2024 but it was not replaced by the respondent till date rather the respondent has claimed fixed charges during the whole period resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted all the relevant documents with a written submission of Superintending Engineer, TPWODL, BED, Bargarh received on 22-10-2025.
- ii. The respondent submitted that, the consumer namely Mr. Radheshyam Sahu, Vill — Bardol, of Bargarh District is a consumer bearing No. 5120-

0105-0879 under LT- / LT INDUSTRIAL(M) SUPPLY >= 22 KVA and has been availing power supply for 30 KW.



- iii. That, the consumer has complained regarding non replacement of burnt transformer and abnormal levy of Demand Charge w.e.f. billing month of Apr'24.
- iv. That, as reported by the E.S.O., Barhagoda and concerned L/M the transformer got burnt during JuIy'24. There were 5 nos. of beneficiaries including the complainant. After failure of the transformer, necessary arrange was done and provided power supply from the existing nearby transformer.
- v. That, prior to the failure of the said transformer, one Mr. Bailochan Barik had already complained for shifting of the transformer and raised right of way issue. Considering the right of way issue, no work could be taken for replacement of transformer.
- vi. That, in the meantime the complainant namely Mr. Radheshyam Sahu approached this office for replacement and he was clarified regarding the problem of replacement as well as shifting of transformer.
- vii. That, the complainant agreed to bear the cost of estimate for shifting of transformer to the nearby suitable location, and with due observation of all official formalities the work has already been completed and now ready for shifting as well as installation.
- viii. That, necessary requisition had already been placed and transformer has been released. The undersign is taking all possible step to bring the transformer from store and will be installed within 4 to 5 working days.
- ix. That, as far as levy of Demand Charge is concerned, it is to mentioned here that the Demand Charge has been charged as applicable and as per tariff order. Being the consumption is zero against all reading parameter. due to burnt transformer, Demand Charge has been levied for total load with applicable rate till date.

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:

- That, as per submission made by the respondent, the transformer got burnt during JuI'2024 and no replacement work could take up due to the complaint

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dated 10-10-2023 for shifting of transformer by the plot owner where transformer was installed and also raised the right of way issue.

- It is worth to mention here that as per regulation 34 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, *"The Distribution Licensee/supplier shall not be responsible for the delay, in extending the supply, if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Electrical Inspector/Chief Electrical Inspector for his High Tension or Extra High Tension installation, or for any delay in compliance with requirements by the applicant or delay or for any other similar reasons beyond the reasonable control of the Distribution Licensee/supplier"*.
- As the Right of Way (ROW) issue has to be addressed by the applicant and same could not be solved in time, the respondent could not complete the shifting and replacement of transformer.
- Again, regarding claiming of wrong Fixed charges, it is to mention here that, as per regulation 2.2 (47) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, **"Minimum Monthly Fixed Charges (MMFC)** refers to such charges payable by the consumers to cover fixed charges incurred by the licensee/supplier for affording supply such as fixed expenses and operation and maintenance expenses or any such charge as made in the tariff order of the Commission". Further as per regulation 142 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, *"Every consumer shall be liable to pay minimum monthly charges for the full period of the agreement, **even if no electricity is consumed for any reason whatsoever** or supply has been disconnected due to default of the consumer or agreement has been fore-closed for any reason whatsoever"*.
- In this instant case, the respondent has claimed fixed charges as per regulation 142 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the respondent has already submitted that, the ROW issue has been resolved the shifting and replacement work of transformer will be completed within 4 to 5 days, the Forum is at constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.




Co-opted Member
(D.R. Sanu)
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/

17/02


(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

Date:

24.10.2025

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 154 of 2025.