

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028  
 Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
 Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)



Ref: GRF/Bargarh/Div/BED/ (Final Order)/ 81 (4)

Date: 18.05.2024

**Present:** Sri B. K Singh (President),  
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/41/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ram Kumar Panda At-Nuapali, Chadeigaon Bhatli. Dist- Bargarh.		5124-2104-0004	8249811990
3	Respondent/s	SDO(Elect), Bhatli, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	29.02.24			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code, 2019, Regulation 17(vi) √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
		3. OERC Conduct of Business) Regulations, 2004			
		4. Odisha Grid Code (OGC) Regulation, 2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
		6. Others			
8	Date(s) of Hearing	14.03.24			
9	Date of Order	18.05.2024			
10	Order in favour of	Complainant		Respondent	Others   √
11	Details of Compensation awarded, if any.	NIL			

**Hearing At:** Office of The President,GRF,Bargarh, TPWODL.



**Appeared**

**For the Complainant-** Sri Ram Kumar Panda

**For the Respondent -** SDO(Elect), Bhatli,TPWODL.

**GRF Case No- BGH/41/2024**

(1) Sri Ram Kumar Panda  
At- Nuapali, Chadeigaon,  
Bhatli  
Dist- Bargarh,  
Consumer No.- 5124-2104-0004

**COMPLAINANT**

**VRS**

(1) SDO (Elect.), Bhatli, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Ram Kumar Panda, At- Nuapali, Bhatli, objected about not releasing new power supply, already applied in his name for domestic usage at a different place/premises. The complainant submitted that an application was made earlier to SDO (Elect), Bhatli, requesting for revision of abnormal bills raised against his parental property/premises, situated at different place, in the name of his father namely Sri Ganesh Ram Panda & the arrear pending against such premises is jointly held by total six legal heirs including him. In this context, the complainant submitted a copy of new service connection application having reference No. "20211110W9999151961", dt. 10.11.2021, a copy of payment receipt towards new Service Connection amounting Rs. 4641/-, vide M.R No. "1636527242W137258", a copy of indemnity bond dt. 08.11.2021, copy of completion certificate, a copy of application made earlier to SDO (Elect), Bhatli, dt. 04.08.2023, requesting for revision of previous abnormal bills raised against SC No 512421040004, being billed in the name of his father. The complainant averred that his petition was not redressed by the Opposite Party inspite of repeated request made. Hence finding no other alternatives the complainant approached this Forum requesting for revision of earlier abnormal bills raised against the joint property, enabling him to pay his share of electricity dues as derived and releasing of new power supply connection accordingly to a separate premises already applied for.

The case being admitted, notice was issued to both the parties to appear for hearing on dt. 14.03.2024, wherein the complainant was present before the Forum & the Opposite Party represented by Sri Priyabrata Joshi, JFM, BED, Bargarh appeared before the Forum.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the Physical Verification report dt. 23.04.2024 and one bill revision proposal of the complainant, forwarded to Office of The Zonal Head, Bargarh, for necessary approval. As per the Bill Revision Proposal, energy bills charged against existing SC No. 5124-2104-0004 for the period from Nov 2018 to Sep 2021 & from Sep 2014 to Oct 2016 are revised with proposed withdrawal amount of Rs. 1,66,429.27/- .

## OBSERVATION



The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer user of electricity under the operational area of TPWODL bearing Consumer No-5124-2104-0004, having CD-04KW, under LT-Domestic category, under ESO, Bhatli. On perusal of records and on hearing to the case, the Forum observed that the complainant had applied for a new service connection dt. 10.11.2021, under domestic category, having total load applied for 2 KW at a premises other than his parental premises against which one domestic connection is already available. It was learnt that, the power supply to his new premises has not been released due to outstanding arrears remaining pending against the existing premises to which total Six Legal Heirs are liable for payment. The complainant averred that, although an application was made earlier to SDO (Elect), Bhatli, dt. 04.08.2023, requesting revision of abnormal bills raised against the joint property/ premises in the name of his father, namely Sri Ganesh Ram Panda, having SC No 5124-2104-0004, no corrective action was initiated by the Opposite Party in revision of earlier bills.

During the course of hearing, the complainant agreed on conciliation with the Opposite Party to pay his share of dues after revision of previous abnormal bills raised against the existing domestic supply available. The Opposite Party also agreed on oral submission to work upon the billing dispute raised and revise the previous abnormal bills & intimate the complainant to pay his share of dues in order to enable the Opposite Party to release new power supply for domestic purposes, already applied in the name of the complainant to a separate premises observing due process of law in force. Consequently, the Forum asked the complainant to submit a copy of Legal Heir certificate or Partition deed of the joint property, indicating details of Legal/Lawful owners of the property against whom electricity arrear is being pending for recovery by the Opposite Party. The complainant submitted a copy of Legal Heir Certificate to the Forum with an intimation to the Opposite Party, indicating the details of total Six Legal Heirs on succession to the joint property.

The Opposite Party in reply to the case, submitted a copy of fresh PVR dt. 23.04.2024 initiated against SC No. "5124-2104-0004", a copy of bill revision worked out for the period from Nov 2018 to Sept 2021 & from Sept 2014 to Oct 2016, with a proposed withdrawal amount of Rs. 1,66,429.27/- put up to the competent authority of the Licensee for necessary approval. The current arrear outstanding as on Apr 2024 billing stood at Rs. 4,49,529.40/- as per billing history revealed. As per conciliation made between the Parties in the presence of the Forum, the Opposite Party is required to intimate the finally approved withdrawal amount to the complainant & the remaining total arrear balance amount stands against the existing connection bearing SC No. "5124-2104-0004", out of which the complainant is liable to pay his share of dues out of total liability in order to enable him to pay such dues and further processing for release of new power supply by the Opposite Party, after such payment thereof. The Regulation 17(vi) clearly defines that "*Any charge for electricity or any sum other than charge for electricity as due and payable to licensee/ supplier 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 premises transmitted to the legal representative/ successor-in-law or transferred to the new owner/ occupier having lawful occupation of the premises as the case may be, and the same shall be recoverable by the licensee/*



PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

supplier as due from such legal representative or successor-in-law or new owner/ occupier having lawful occupation of the premises as the case may be.” The Opposite Party is required to divide the total arrear amount arrived (after revision of earlier bills) equally among the legal heirs of the Joint property in the absence of Partition deed of the joint Property in question.



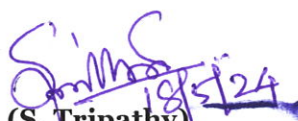
The Opposite Party is required to make suitable arrangements to recover the remaining arrear dues from the other Legal Heirs/Lawful owners of the existing joint property/ premises, observing due process of law in force & within the ambit of Regulation in vogue.


Since, the Opposite Party has addressed the grievance Petition filed by the complainant & acted upon to revise earlier electricity bills, necessary new power supply is to be released and extended by the Opposite party upon payment of requisite share of arrear bills by the complainant, duly observing other departmental formalities.

The order pronounced on this date is delayed due to late submission of relevant reports by both the parties.

Hence, the instant case is hereby dropped.

The complainant is at liberty to approach the Forum afresh with all relevant documents, if he is not satisfied with the action/inaction of the Opposite Party.

  
(S. Tripathy)  
Member (Finance)  
MEMBER

  
(B.K. Singh)  
(President)  
PRESIDENT

Copy to  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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1. Sri Ram Kumar Panda, At-Nuapali, Chadeigaon, Bhatli, Dist-Bargarh, Mob-8249811990.
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

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

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the “head “Cases->”GRF”.