

# 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 Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	<b>BGH/42/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Raj Kumar Agrawal		5124-2203-0130	
		At/PO-Bhukta, In Front of Post office, Dhiraj Electricals, Dist-Bargarh		Contact No.: 9937164384	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.	
4	Date of Application		26.03.2025		
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			
8	Date(s) of Hearing		15.04.2025		
9	Date of Order		20.05.2025		
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:		
	Raj Kumar Agrawal		SDO(Elect.), TPWODL, Bhatli		

*B.K.*

**PRESIDENT**

**Grievance Redressal Forum  
TPWODL, Bargarh-768028**

## **ORDER**



### **Brief Facts of the Case**

During the hearing at Bhukta Electrical Section Office of Sub-Division Bhatli under Bargarh Electrical Division on 15.04.2025, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that, the Complainant had applied for a new service connection under General Purpose Category before the Opposite Party. But the same has not been released till date. In this context, the Complainant submitted the copy of an application dt. 18.05.2024 addressed to the Opposite Party. The Complainant requested before the Forum to direct the Opposite Party to release the New Service Connection.

### **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 was availing a power supply connection vide SC No. 5124-2203-0130 for a load of 0.5 KW under LT-GP Category, but he is no longer availing the supply and the same has been disconnected.
2. An amount of Rs. 48,143/- is outstanding against the same service connection.
3. The complainant submits that, now he wants to avail one new power supply connection and settle the outstanding amount of the previous connection.
4. He further submits that; he had made verbal and written complaint to the respondent about the same and submitted the copy of an application dt. 18.05.2024 addressed to the Opposite Party.

#### **2. Reply Submission of the Respondent:**


- i. The respondent submitted the Physical verification Report dt. 05.05.2025 of the complainant bearing SC No. 5124-2203-0130.
- ii. The Opposite Party mentioned that, there is no meter available in the complainant's premises and the supply is disconnected since 05.04.2016.



**PRESIDENT**

**Grievance Redressal Forum  
TPWODL, Bargarh-768028**



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- iii. Further, the Opposite party submitted another Physical Verification Report of SC No. 5124-2203-0291 in the name of Raj Kumar Agrawal, the complainant consumer.
- iv. The Opposite Party mentioned that, the complainant is availing the supply vide SC No. 5124-2203-0291 and using the same supply for both Domestic and General Purpose.
- v. The billing of the complainant consumer bearing SC No. 5124-2203-0130 is stopped from the year 2023. Further the respondent submitted that one legal case matter is pending against the complainant regarding the possession of the land in which the complainant is intended to avail the electric connection.
- vi. In this context, the Opposite Party has submitted the order of Hon'ble High Court, Odisha vide W.P.(C) No. 7768 of 2024 and Letters of Tahsildar, Ambabhona addressed to the complainant to vacate the said land which is a Government Property.

### **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 FG database (Licensee's Soft record) the power supply was given to the complainant on 01.01.1990 vide SC No. 5124-2203-0130 and the billing is stopped since Sept 2023.
- An amount of Rs. 48,143/- is outstanding against the same service connection.
- Now the complainant consumer is applying for a new service connection.
- But as per the report of SDO, Bhatli, it is found that a legal case is pending over the same plot to which the complainant is intended to extend power supply.
- After scrutiny of records it is observed that, Tahsildar, Ambabhona has directed the complainant to evacuate the same land as it is coming under Government property.


After observing the facts and records, the Forum construed that, as the said land over which the power supply is to be extended is under litigation and pending in the Hon'ble High Court, Odisha, the Forum is in constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.



  
**(D.R. Sahu)**  
**Co-Opted Member**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

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

No. GRF/BGH/ 74(2)

Date: 20.05.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 42 of 2025.