

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/57/2025				
2	Complainant	Name & Address:		Consumer No:		
		Surendra Ku. Dash		5150-0111-0727		
		Chiknipali, Mahulpali		Contact No.:		
		Barpali, Dist-Bargarh		9861345365		
3	Respondent	Name		Division		
		Executive Engineer(Elect.), BWED, Bargarh, TPWODL		BWED, TPWODL, Bargarh.		
4	Date of Application		29.04.2025			
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		29.04.2025			
9	Date of Order		08.05.2025			
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:			
	Surendra Ku Dash Represented by Dolamani Dash		SDO(Elect.), TPWODL, Barpali			


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 29-04-2025, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110 KVA consumer having consumer No. 515001110727 with connected load of 32.00 KW. That the Complainant has raised objection regarding no action taken by the respondent regarding his ownership and category change of the existing premises. He requested for new supply at his premises 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:

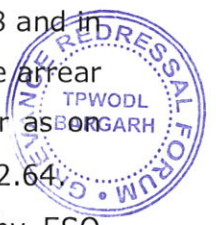
1. Submission of the Complainant:

1. The complainant submits that, no action has been taken by the respondent regarding his ownership and category change of the existing premises/ application for new connection.
2. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
3. The complainant stated that, he was availing the LT supply through a dedicated transformer.
4. He also requested the Forum to issue necessary orders for release of new connection.

2. Reply Submission of the Respondent:

- i. The respondent submitted the billing abstract from Nov'2015 to Mar'2019 and a PVR dated 30-04-2025 mentioning the supply found disconnected with a written submission of SDO Barpali received on 02-05-2025.
- ii. That the consumer had been given power supply since 09-11-2015 under LT- General Purpose < 110 KVA consumer having consumer No. 515001110727 with connected load of 32.00 KW against the meter no. WDT02318.

- iii. That the power supply was disconnected in the month of May'2018 and in the month of Mar'2024 Rs.68315.36 has been adjusted against the arrear amount of Rs.68315.36 of available security amount. Now arrear as on date is nil and balance available security amount in ledger is 29792.64.
- iv. That as per PVR(vide no. 166679 dt. 30-04-2025) submitted by ESO Barpali III, the field status has been found feasible for reconnecting the power supply.



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, the power supply was given to the complainant on 09-11-2015. That the complainant has been billed on actual meter readings up to Mar'2018 with a meter reading of "28158" of meter no. WDT02318. For the month of Apr'2018, provisional bill has been generated and from May'18 no bills have been generated showing the supply has been disconnected.
- As per submission made by the respondent, arrear amount of Rs.68315.36 has already been adjusted against the available security deposit.
- It is noted by the Forum that as per regulation 49(i) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 *"If power supply to any consumer remains disconnected for a period of two months or above for non-payment of charges or dues or non-compliance of any direction issued under this Code, and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee/supplier with the consumer for power supply shall be deemed to have been terminated on expiry of the said period of two months, without notice provided initial period of agreement is over."*
- It is also noted by the Forum that as per regulation 17(v) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 *"In case of complete demolition and reconstruction of the premises or the building the existing installation shall be surrendered and agreement terminated. Meter and service line will be removed, and only fresh connection shall be arranged for the reconstructed premises or building, treating it as a new premises after clearing the old dues on the premises by the consumer(s) or its successors."*
- The Forum observed that, the complainant was availing power supply in LT Category for his unit for a load of 32KW through a dedicated transformer, which

is in place as before and the LT supply is available in the complainant's premises. It indicates that, the complainant has the feasibility for New Service Connection on LT upto 32KW or more, depending upon transformer capacity.

- Therefore, the Forum is of the view that as the arrear has been adjusted against the Security Deposit, the agreement of the complainant is deemed to be terminated and a new connection with a different tariff can be released by the respondent on LT supply.


Directions of the forum


Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019

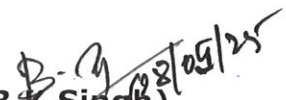
- The respondent is directed to release a new connection to the premises of the complainant on LT supply upto 32 KW treating it as a fresh application by observing all the formalities as per Regulation 17(v) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

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

Accordingly, the case is disposed of.


(D.R Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 67(2)


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


(B.K.Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 08.05.2025

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 57 of 2025.