

Grievance Redressal Forum
TPWODL, BARGARH
 First Floor, Raymond Building, Bandutikra Chowk,
 Bargarh, Pin- 768028
 Email: 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)/ 85⁽¹⁾

Date: 28.05.2024

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

1	Case No.	BGH/67/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Deepak Kumar Agrawal At-NH-26, S.S Laxmi Narayan Villa, Dang Dist- Bargarh.		New Service Connection	9685426726
3	Respondent/s	SDO (Elect), Bargarh-I, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	03.05.2024			
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 20,34,84,85 √			
		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	07.05.2024			
9	Date of Order	28.05.2024			
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 Deepak Kumar Agrawal

For the Respondent - SDO (Elect), Bargarh-I, TPWODL.
Represented by ESO (Elect), Bargarh-IV, TPWODL

GRF Case No- BGH/67/2024

(1) Sri Deepak Kumar Agrawal
At- NH-26, S.S Laxmi Narayan Villa, Dang
Dist- Bargarh,
Consumer No.- New Service Connection

COMPLAINANT

VRS

(1) SDO (Elect), Bargarh-I, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The petition filed by Mr. Deepak Kumar Agrawal, S/O Iswardas Agrawal, Flat No- 325,2493, Plot No. 1113,3770, at-Laxmi Narayan Villa, Dang Road, Dist-Bargarh, Pin-768028, objected about not extending initial power supply to his above premises for domestic usage by the Opposite Party till date. The complainant submitted that, an online application for initial power supply in his name was applied on 24.04.2024 having application Form No#TPWODL0747479, with total load applied for 4 KW under Domestic category, Single-Phase residential purpose of supply & also paid Rs. 7447/- in total towards new connection charges vide payment receipt No# 202404241630288. The complainant also submitted that he had furnished the notarized affidavit of No Objection Certificate (NOC) from his father and mother (The lawful owner of the Property/Premises in question) to the Opposite Party, declaring no objection for his electrical connection to the first floor of the premises applied for. But, to his utter dismay, no power supply is extended to such premises even after a lapse of seven days standard time. Hence, finding no other alternatives, the complainant approached this Forum for an efficacious remedy on the matter of extending initial power supply to his premises on occupation, as already applied for.

The case being admitted, notice was issued to both the parties to appear before the Forum on 07.05.2024, wherein the complainant and the Opposite Party namely Sri Kumar Arabinda, ESO-IV, Bargarh appeared before the Forum for hearing to the case.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the joint field verification report conducted by ESO, Bargarh-IV, Officer RCM, Bargarh-IV and S.D.O (Elect), Bargarh-I along with the written statement on the case vide letter No. 133(2), dt. 09.05.2024. In reply to the case, the Opposite Party submitted that, Sri Pawan Kumar Agrawal is an existing consumer of electricity bearing SC No. 5120-0101-0407 in the said premises. There is no separate dwelling with separate Kitchen Room is available in the premises, which is not complying the regulation for extending second service connection to the same premises. Further, the power supply is extended to the first floor from the existing supply of ground floor. Therefore, New Service Connection can't be released to the same premises to avoid Electrical Accidents. New Service Connection may be released after completion of new extra wiring diagram with main switch facility in the premises along with the prerequisite for separate kitchen room facility to be made available in the first floor of the premises.

OBSERVATION



The case was discussed at length and the Forum learned that Sri Deepak Kumar Agrawal has applied for a second new service connection on dt. 24.04.2024 for the house, which belongs to his father, Sri Iswardas Agrawal. The Forum enquired about the various aspects to this case, in relation to application for initial power supply, estimate made if any for extension of line, payment of requisite fees, field verification report by the Opposite Party and other details like, proof of identity, proof of ownership or occupancy of premises, consent of the owner of the premises, sketch map of premises, documentary evidence of his ownership or occupation of the premises in question, proof of current address for communication, indemnity bond, necessary way-leave if required or deposited, the licence sanction or other right or interest from the adjoining owner or co-owner, also any pending arrear bills against the premises, any affidavit declaring no dues payable to the licensee. Whether separate dwelling units available at First Floor of the Premises & separate wiring with main switch facility available or not and that complies with the provisions of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof.

The complainant has submitted the Notarized No Objection Certificate of the house owner required for the New Service Connection. But after lapse of seven days, which is the time limit for a new service connection, the same has not been approved by the ESO, Bargarh-IV. The Forum observed that the online application for new domestic supply is kept on hold by the Opposite Party for the reason attributed to non-feasibility to extend power supply, as there is no separate kitchen attached in the premises in question and seems as a part of the original house. It was observed that the complainant has applied for a new Domestic power Supply Connection to the first floor of the existing premises, wherein the complainant's parents have been utilising an existing 3-ph domestic supply available at the ground Floor of the same premises.

During the course of hearing, the Forum learnt that a physical site inspection was carried out by the Opposite Party on 02.05.2024, but the detailed field inspection report was not furnished to the Forum. The Opposite Party orally submitted that, on physical enquiry to the premises it was found that no kitchen is attached to the separate dwelling unit at first floor of the premises, to which the complainant is expected to get power supply. However, the complainant disagreed with the version of the Opposite Party & affirmed that, there has been separate kitchen room attached to the first floor dwelling unit. The Opposite Party also submitted that there is one 3-ph domestic connection already available to the ground floor of the same premises. There is a disparity between the parties on existence of separate kitchen in the premises, for which the Forum asked the SDO (Elect), Bargarh-I to submit the detailed field inspection report on the matter.

The SDO (Elect), Bargarh-I, submitted his report vide letter No. 133(2), dt. 09.05.2024. As per the report submitted by SDO (Elect), Bargarh, the power supply to the first floor is already extended from the ground floor, which is not complying to the electrical safety rules and may invite electrical accidents. Further, there is no separate kitchen in the premises which can't be considered as separate dwelling unit, which is also violating the Regulation-20 of OERC Distribution (Conditions of Supply) Code, 2019.

In the aforementioned facts & circumstances, the Forum is of the impression that, the complainant Sri Deepak Kumar Agrawal must comply to the safety rules first and then other rules to make him eligible for availing a separate connection of electricity.


PRESIDENT



Referring to the Regulation-34 of the OERC Distribution (Conditions of Supply) Code 2019, the delay of extending new service connection is due to non-availability of statutory clearances.

The Forum advised the Opposite Party to communicate the complainant regarding the pending compliances ought to be carried out and the complainant is advised to comply the same at the earliest possible time to make the application feasible. On complying to the requirements by the complainant, the Opposite Party would be enabled to extend new power supply to the premises in question.

Hence the instant case is hereby dropped.

S. Tripathy
28/05/2024

(S. Tripathy)
MEMBER (Finance)

Grievance Redressal Forum

Copy TPWODL, Bargarh-768028

1. Sri Deepak Kumar Agrawal, At-NH-26, S.S Laxmi Narayan Villa, Dang, Dist-Bargarh, Mob-9685426726.

2. Sub-Divisional Officer (Elect.), Bargarh-I, 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.

B.K. Singh
28/05/24

(B.K. Singh)
PRESIDENT

Grievance Redressal Forum

TPWODL, Bargarh-768028

"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:Bhoinagar, 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 under the "head "Cases->"GRF".