

1CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D. R Sahu	...	Co-Opted Member

1	Case No.	BGH/86/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sobharam Bhue		5120-0106-5736	
		At-Kahenmunda,Jhikjhiki		Contact No.:	
		Bhatli,Dist-Bargarh		9337917170	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BED,Bargarh TPWODL.		BED, TPWODL, Bargarh.			
4	Date of Application		21.07.2025		
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		29.07.2025 & 26.08.2025		
9	Date of Order		22.09.2025		
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:		
	Sobharam Bhue		Executive Engineer (Elect.), BED,Bargarh, TPWODL		

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 86 of 2025. Brief facts pertaining to the case are that the Complainant is a beneficiary under the deep borewell scheme of OLIC under the area of SDO Bhatli. That the Complainant has raised objection regarding non-energization of his borewell point.

Gist of Arguments made by the Parties

Both parties were present in the hearing on dated 05-08-2025. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, though he is a beneficiary under the deep borewell scheme of OLIC, he has not been given power supply to his borewell point.
2. He further submits that, electricity bill has also been generated in his name but later on stopped by SDO Bhatli without his consent.
3. He also submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum for connection of power supply to his borewell point.

2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission to the case dated 20-09-2025.
- ii. That, the complainant, Mr. Sobharam Bhue is one of the beneficiaries of OLIC Project Kehenmunda IV. He has complained regarding non-energization of his borewell point.
- iii. That, after due verification of all available records / documents and enquiry from the local villagers as well as officials of OLIC department and all other concerned persons, the S.D.O., Bhatli has furnished a detailed report.
- iv. That, as far as energization is concerned, it is to mention here that the execution of work was started as per scope and estimate. But due to ROW issue some part of the work could not be completed.

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- v. That, in the interest of the other beneficiaries, the part completed work has been taken over and the mentioned 2 Nos. of SC Distribution Box against the estimated 3 Nos. in the HOTO report justifies that total work as per estimate has not been done and the work required for release of power supply to the complainant could not be completed.
- vi. That, as the same non execution is due to ROW issue, that need to be resolved by the proposed consumer.
- vii. That, it is worth mentioned here that, the work order has been placed by the OLIC department and all relevant documents have been submitted to the office of the Executive Engineer, OLIC, Bargarh for their information and reference.
- viii. That, the detail report and other desired documents viz. Estimate, HOTO, PVR etc. have been attached herewith for favour of kind reference of the Ld. GRF.
- ix. The respondent also requests the Forum to hear the case as per merit.

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:

1. That, the complainant is a beneficiary under the deep borewell scheme of OLIC in KAHENMUNDA-IV cluster of Bhatli with two other beneficiaries.
2. That, the estimate has been prepared by the respondent (TPWODL) for energization of Deep borewell of Sri Sobharam Bhue (Complainant) and two other beneficiaries on the requisition made by OLIC under a scheme.
3. That, during work execution Right of Way (ROW) issue was there for extending the LT supply to the point of the complainant. It is also noted by the Forum from the PVR of ESO Bhatli, Officer RCM and ESO Bhatli B dated 21-12-2024 submitted by the respondent mentioning that "when we interact with the villagers, they said that they will not allow us to erect pole in their land".
4. 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".



5. As the Right of Way (ROW) issue has to be addressed by the applicant and same could not be solved in time, so the opponent completed the project excluding the scope of work of the complainant. The same has been confirmed from Hand Over Taken Over (HOTO) report as submitted by the respondent.
6. Furthermore, as submitted by the respondent, the installation of meter and generation of electricity bill against the proposed LI point of the complainant was an unintended procedural error and upon finding the issue immediate corrective action was taken and the generation of bill was stopped.
7. Therefore, the Forum construed that, there was no error at the end of the respondent for giving power supply. The complainant is required to apply in fresh for the power supply with proper fund arrangement and ROW.

Directions of the forum

After observing the facts and records, the Forum Construed that, the complainant is required to apply in fresh for the power supply with proper fund arrangement and ROW within 30 days from the date of issue of this order failing which the case will be treated as rejected.

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/ 149 (3)


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


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

Date: 22.09.2025

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 86 of 2025.