

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.	BGH/87/2026			
2	Complainant	Name & Address:		Consumer No:	
		Prakash Naik		5120-0106-8364	
		At-Sandarlipali, Bhukta		Contact No.:	
		Dist-Bargarh		9975154816	
3	Respondent	Name		Division	
		Executive Engineer (Elect.), BED, Bargarh TPWODL,		BED, TPWODL, Bargarh.	
4	Date of Application	20.02.2026			
5	In the matter of-	1. Agreement / Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	24-02-2026			
9	Date of Order	28.04.26			
10	Order in favour of	Complainant	Respondent	Others	<input checked="" type="checkbox"/>
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Prakash Naik		SDO(Elect.), TPWODL, Bhukta		

PRESIDENT

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Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 87 of 2026. Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and agriculture consumer having consumer No. 5120-0106-8364 with contract demand of 2.50 KW under the area of Bargarh Electrical Division.

That the Complainant has raised objection regarding no action taken to energize the new connection but bill has been generated.

Gist of Arguments made by the Parties

Both parties were present in the hearing on dated 24-02-2026. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he had applied for a borewell under the BKVY-Deep Borewell Secha Karyakram scheme in 2017-18.
2. The complainant also submits that though borewell was finally drilled in 2023, the electrification works remains incomplete. In Oct/Nov 2025, electrical poles were installed at site but no further action was taken to energize the connection from the nearby transformer.
3. He further submits that, JE, TPWODL, Bhukta informed that, a complain has been filed against his connection and hence power supply can not be extended. But surprisingly, a bill has been generated against his consumer number even without actual power supply.
4. He also requested the Forum to resolve the matter and ensure electrification of my borewell at the earliest.

2. Reply Submission of the Respondent:

- i. The respondent asked for 15 days' time to reply in this case on dated 20-03-2026 and finally submitted his reply on 24-04-2026.
- ii. That, Mr. Prakash Naik, At, San Darlipoli has observed required formalities to become a beneficiary for availing power supply for Lift Irrigation purpose. Necessary work order has also been awarded to the contractor to execute the work of cabling of 0.35 KM.
- iii. That, on verification it was found that the though necessary work as per scope and estimate has been done, the energization could not be completed due to some dispute between the applicant and other


PRESIDENT

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- beneficiaries of the same cluster. Further, the hand-over process has not been completed yet due to pending energization.
- iv. That, in the meantime regularization process was initiated and meter has been installed followed by generation of bill for the month of Nov 2025 with date of power supply 05.11 2025 and CD of 2.5 KW.
 - v. That, upon receipt of complaint from the consumer, all consumers involved in the case have been called for an amicable settlement, but the other beneficiaries are not at all agree to extend connection to the complainant from the same transformer. At the same time, they have submitted an application to the concerned SDO to abstain from energisation to the Bore well point of complainant.
 - vi. That, later on the complainant moved to the GRF and one hearing was conducted on 24.02.2026. After the hearing the concerned SDO again taken some initiative to solve the problem, but having no other option left available, notice has been issued to the involved beneficiaries clearly mentioning the consequence of creating hurdles in carrying out the work for energization of the borewell point of the complainant.
 - vii. That, the concerned SDO again conducted a detailed enquiry in to the matter, and found that there is an arrear outstanding of around Rs 60000 against the father of the complainant i.e. in the name of Sri. Satyananda Naik bearing consumer No 512422070335. Further, it is worth mentioned here that during the visit of the SDO to the site, it was observed that the said motor of the complainant was running. availing unauthorized supply from the nearby transformer.
 - viii. That, in view of all the above facts, even if the dispute between the beneficiaries is solved and option will be made available to energize the borewell point, still due to pending arrear against the father of the complainant and the observation of unauthorized use by the complainant, the power supply can't be released in favour of the complainant.
 - ix. That, at the same time it is to mention here that, as far as billing w.e.f. Nov'2025 is concerned, it is purely inadvertent and necessary action has already been taken to stop billing.

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:



- a. That as per Section 17 (i) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, "If the applicant in respect of an earlier agreement executed in his/her name or in the name of his spouse, son, daughter, parents or in the name of a firm or company with which he/she was associated either as a partner, director or managing director, is in arrears of electricity dues or other dues for the same premises or his/her other premises situated in the same DISCOM or any other DISCOM in the State, the application for supply shall not be allowed by the engineer until the arrears are settled and paid in full."
- b. In the instant case, there is an arrear outstanding of around Rs 60000 against the father of the complainant i.e. in the name of Sri. Satyananda Naik bearing consumer No 512422070335. The supply can only be given after clearance of arrears pending.
- c. Further it is noted by the Forum that, the motor of the complainant was running by availing unauthorized supply from the nearby transformer. As power supply was availing unauthorizedly, this Forum is not authorized to issue any remarks/orders in this matter.
- d. However, further generation of bills have already been stopped by the respondent.
- e. Therefore, it is construed by the Forum that power supply can only be extended if arrears are settled and paid in full and closure of the enforcement case.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the complainant has arrear in his father's name and there is also a pending case regarding enforcement, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.

(Handwritten Signature)

(D.R Sahu)
Co-Opted Member

Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 142
Certified Copy to:

(Handwritten Signature)

(P.Dasbhaya)
Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028

(Handwritten Signature)
28/04/26

(B.K Singh)
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 28.04.26

- 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 87 of 2026.