



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 375

Dated, the 15/05/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/272/2025																																			
2	Complainant/s	Name & Address Sri Vikash Kumar Gupta, At-Udenagar, Near Puja Coaching Centre, Po/Dist-Bolangir		Consumer No Intending Consumer	Contact No. 9556250401																																
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	29.04.2025																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>✓</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">15. Others (Specify) –</td></tr></table>				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) –			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>33</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>33</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others																										
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6. Others																																					
8	Date(s) of Hearing	08.05.2025																																			
9	Date of Order	15.05.2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	Nil																																			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant - Sri Vikash Kumar Gupta
For the Respondent - Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/272/2025

Sri Vikash Kumar Gupta,
At-Udenagar,
Near Puja Coaching Center,
Po/Dist-Bolangir
Con. No. Intending Consumer

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.15.05.2025)

During hearing at Forum office on 08th May 2025, the complainant Shri Vikash Kumar Gupta was present & Shri Swadhin Sahu, OAG-II, Balangir-I Sub-division (Authorised representative of SDO-I, Balangir) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by Shri Vikash Kumar Gupta who has applied for "Domestic" connection under LT-Dom tariff for a CD of 1 KW. All the departmental formalities has been completed and the complainant has deposited required fees of ₹ 5,529/- has been deposited on 21st Mar. 2025. But till date, power supply has not released. The complainant appealed before the Forum to redress his grievances and issue direction for release of power connection.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 08.05.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is an intending consumer under ESO-II section of Balangir-I Sub-division. The complainant represented that he has paid the requisite fees on 21st Mar. 2025 but till date power supply has not been given by the OP and requested before the Forum to issue direction for release of power supply.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with written version. On defence, he intimated that the applied has been applied for a domestic load of 1 KW and he has deposited requisite fees of ₹ 5,529/- including security deposit of ₹ 537/- on 21st Mar. 2025. The application is kept on hold and the reason behind is there is an existing consumer named Shri Anil Kumar Agrawal, Cons. No. : 9111-1219-0352 who has availed power supply to his premises after LT extension done in 100%

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MEMBER (Fin.)

PRESIDENT



deposit scheme and the said LT line has been handed over to TPWODL. Now, the consumer Shri Anil Kumar Agrawal forcibly not allowing the OP to give power supply.

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The applicant has been applied for a new connection under LT-Dom. category for a CD of 1 KW. Though he was applied and deposited requisite fees since 21st Mar. 2025, power supply has not been released till date. The OP submitted that the applicant has applied for new connection and deposited required fees including security deposit of ₹ 5,529/- on 21st Mar. 2025. The application has been hold by the OP due to the reason that there is another consumer named Shri Anil Kumar Agrawal, Cons. No. : 9111-1219-0352. The said consumer has got power supply through LT extension done in 100% deposit scheme and handed over to TPWODL. Now Shri Anil Kumar Agrawal forcibly not allowing the TPWODL person to give power supply.

The Forum analysed the documents submitted by both the parties. In this regard, there is another consumer Shri Anil Kumar Agrawal (Cons. no. : 9111-1219-0352) who has availed power supply to his premises since 30th Apr. 2024 after LT extension done in 100% deposit scheme for a CD of 2 KW. The said LT line has been handed over to TPWODL and now the ownership of that LT line is with TPWODL. As per written version of OP, the said consumer Shri Anil Kumar Agrawal is not allowing the TPWODL staff to give power supply from the said LT line. Now the question arises that when the ownership of the said LT line is with TPWODL, why Shri Anil Kumar Agrawal protesting to give power supply to Shri Vikash Gupta. The OP is silent in this regard. Secondly, what action has been taken by OP by the activity of Shri Anil Kumar Agrawal by protesting this. As per written version of OP, it is understood that the OP remain silent with the plea that Shri Anil Kumar Agrawal is not allowing to give power supply and debarred by giving power supply to Shri Vikash Kumar Gupta. In this aspect, Cl-32 of OERC Regulation Code 2019,

“Every Distribution Licensee/supplier shall, on receipt of an application from the owner or occupier of any premises give supply of electricity to the premises within the time stipulated in Regulation 33, subject to the payment of fees, charges and security and the due fulfilment of other conditions to be satisfied by such owner or occupier of the premises. “

Also, Cl-33 (a & b) of the said Code is self-explanatory about release of power supply. The extract is,

The Distribution Licensee/supplier shall give supply of electricity to the premises pursuant to the application under Regulation 32 above as hereunder :

(a) Where no the extension of distribution main or commissioning of new substation is required the licensee/supplier shall effect such supply within 7 days of the date of payment of fees, charges and security amount payable in case of LT category;

(b) In cases where such extension of distribution main or commissioning of new substation is required but there is no requirement of erecting and commissioning a new 33/11kV substation within the time frame given hereunder:

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MEMBER (Fm.)

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PRESIDENT



Type of service Connection requested	Period from date of payment of required fees, security and other estimated charges, within which supply of electricity should be provided
Low Tension (LT) Supply	10 days
11KV Supply	20 days
33KV Supply	30 days

From the above, it is clear that there is no extension of LT line hence CI-33 (a) must be followed where the OP failed to comply this. By such activity of OP attracts CI-46 (i) of OERC Regulation Code 2019. Along with EA Act-2003. The extract of CI-46 (i) & 47 of this Code is,

"46 (i) : The Distribution Licensee/supplier who fails to comply with the time frame for supply of electricity stipulated in this Code shall be liable to pay penalty as may be decided by the Adjudicating Officer in accordance with Section 143 read with Section 43(3) of the Act."

"47 : The liability to pay penalty under this Code for default if any, shall not absolve the Distribution Licensee/supplier from the liability to pay compensation to the affected person as per the regulation notified under sub-section (2) of Section 57 of the Act."

From the above, it is clear that the OP has failed to discharge his duties providing power supply to Shri Vikash Kumar Gupta within stipulated time as framed in OERC Regulation Code 2019 and Electricity Act 2013. If Shri Anil Kumar Agrawal who is not allowing to discharge the duties of OP, the OP advised herewith to take legal action against such obstruction of work by him.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The Opposite party is directed to exercise CI-33 of OERC Regulation Code 2019 and give power supply to Shri Vikash Kumar Gupta within seven days from the date of receipt of this order.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven days after receipt of GRF order otherwise it will be treated as non-compliance.

K.S.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Vikash Kumar Gupta, At-Udenagar, Near Puja Coaching Centre, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL, Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."