

## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 903<sup>CS</sup>

Dated, the 06.02.2025

Quorum: Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-496/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt Bindi Rana, Repr. By Sri Samit Kumar Behera, At-Pardesipada (Near Amar Deep Club), Po/Ps-Bhawanipatna, Dist.-Kalahandi.		Applicant For New service connection	99376-26491																								
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.		Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																												
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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 & equipment's		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>20, 31, 187</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>20, 31, 187</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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8	Date(s) of Hearing	09.12.2024																											
9	Date of Order	06.02.2025																											
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: Naktiguda**

**Appeared:**

1. **For the Complainant** – Smt Bindi Rana, Repr. By Sri Samit Kumar Behera, At-Pardesipada (Near Amar Deep Club), Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-496/2024**

Smt Bindi Rana,  
Repr. By Sri Samit Kumar Behera,  
At-Pardesipada (Near Amar Deep Club),  
Po/Ps-Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. Applicant For New service connection**

**COMPLAINANT**

Sri Bijaya Kumar Mahapatra,  
EE Elect. Sub-Division No-II, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Bindi Rana, Repr. by Sri Samit Kumar Behera, At-Pardesipada Near Amardeep Club, Po/Ps- Bhawanipatna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Naktiguda on dt. 09.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for release of new service connection, which is kept pending by licensee.
- 2) As complained by the complainant that he has applied for new service connection through online.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To release the new service connection.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect. No. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 04/01/2025
- 2) Bill details from: Nill
- 3) Date of supply: Nill

- 4) Category: Nill
- 5) Connected Load Nill
- 6) Meter No – Nill
- 7) Installed on: Nill
- 8) CMR: Nill
- 9) The meter status: Nill
- 10) Facts of the complainant: Release of new connection is pending due to huge arrear at the premises.
- 11) Through written version, the OP has submitted that as per field verification of officer RCM and ESO electrical section No-II, Bhawanipatna, the said new service connection is pending for release due to following reasons: -
  - The consumer namely BINDI RANA has been availing power supply through existing 3 nos of connection, i.e. SC No. 903612041530, 903612040158, 903612041523 with total connected load of 7.78 KW in domestic tariff. As the total connected load is more than 5 KW, the consumer is liable to avail power supply through 3 ph power service connection. It is assumed that the above mentioned new service connection is applied to get slab benefit of energy bills.
  - The said new service is pending due to huge arrear amounting of Rs. 4,52,028/- upto July-2022 against Consumer No-9036-1204-0160 which premises is practically being used the complainant. An unauthorized service connection was also detected on dated 18.03.2023 vide VCR No:752018032303 during construction of the building at the said huge arrear premises which was closed by paying an amount of Rs. 12757/-.
  - As per PVR no. 113061, dtd. 01.02.2025 of officer- RCM, Sec-II, Bhawanipatna there is no legally recognized relation between Bindi Rana and Hamid Khan.

#### **FINDINGS / OBSERVATIONS OF THE FORUM**

On perusal of the complaint petition with all relevant enclosures as well as a written version and billing statement submitted by OP; the forum observes the followings:

- (i) The complainant reiterated for release of new service connection was applied in the name of Bindi Rana in the month of 06/2023.
- (ii) On the context of the W.S. of OP:-
  - It is found that there is no consumer existing in the database against consumer no. 9036-1204-1530 as mentioned by the OP. So it is presumed that there only 2 nos of consumer exists over the plot owned by BINDI RANA, and total load comes to 6 Kw, however officer responsible for release of new service connections, can't refuse for multiple supply in a single premises for separate dwelling units as per regulation 20 of OERC distribution (conditions of supply) code, 2019.
  - Release of new service connection is pending due to huge arrear amounting of Rs. 4,52,028/- upto 07/2022 against consumer no. 903612040160, which belongs to HAMID KHAN as per database. Through W.S, it is accepted by the OP that there is no legally recognised relation between BINDI RANA & HAMID KHAN. OP also couldn't submit any documental proof regarding occupancy/construction of building by BINDI

RANA over the plot owned by HAMID KHAN, where an arrear is outstanding of Rs. 4,52,028/-, except an unauthorized connection found to be extend by BINDI RANA for temporary work of building construction over the plot owned by BINDI RANA. For the unauthorized connection extension, BINDI RANA was paid Rs.12,752/- on 26.06.2023 and the case is closed. The arrear amount in the name of HAMID KHAN can't be claimed from BINDI RANA, Where BINDI RANA is no where related to HAMID KHAN. Hence release of new connection can't be denied to BINDI RANA in lieu of arrear amount pending against HAMID KHAN.

- (iii) Consumer also found to be involved in unauthorized extension of power supply to other plot, other than the plot for which earlier power supply have been provided to him/her. Which is clear cut violation of regulation 187 of OERC distribution (condition of supply) code, 2019. To refrain from such illegal activities, complainant has to submit an undertaking through affidavit to authority concern not to repeat such illegal activity in future.

**ORDER**  
**06.02.2025**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The directions are as follows:

- The complainant is directed to submit an affidavit that ***“any of the above service connection should not be extended in future to any other plot. If found so, the arrear amount of that plot (if any) should be attached in the name of Bindi Rana, and all power supply to her premise is liable to be disconnected”*** immediately as per regulation 31 of conditions of supply code, 2019, of OERC.
- The OP is directed to release the new service connection to Mrs. Bindi Rana after obtaining the above affidavit and all other formalities.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by **February-25** the opposite party after compliance otherwise it will be treated as non-compliance.

**Compliance Month- February-25**

  
**B. NAIK**  
Co-Opted Member

  
**K.K. PATTNAIK**  
MEMBER (Fin.)

  
**R.K. NAIK**  
PRESIDENT

Copy to: -

1. Smt. Bindi Rana repr. by Sri Samit Kumar Behera, At- Pardesipada Near Amardeep Club, Po/Ps- Bhawanipatna, Dist- Kalahandi.
2. SDO Elect. No. II, Bhawanipatna. TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

“If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”