



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))
SRI BHAIRAB NAIK (CO- OPTED MEMBER)

Memo No. GRF/BPT/Order/ 832(5) Dated, the 27.01.2025
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-440/2024																										
2	Complainant/s	Name & Address Miss Alisa Parbin, S/O. Iqbal Ali Khan, At/Po-Gandhi Chowk, Bhawanipatna, Ps-Bhawanipatna, Dist- Kalahandi.	Consumer No Applicant for new service connection	Contact No. 77499-10013																								
3	Respondent/s	Name Rajesh Kumar Mishra, Executive Engineer, Subdivision. No I 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 & 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 & GSOP</td><td>✓</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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) 17,31</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) 17,31	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	25.11.2024																										
9	Date of Order	27.01.2025																										
10	Order in favour of	Complainant	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Office of GRF, Bhawanipatna
Appeared:

1. **For the Complainant** – Sri S. N. Pattanaik & Associates.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, Executive Engineer, Subdivision. No I Bhawanipatna, TPWODL.

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GIST OF THE COMPLAINT:

The complainant as an intending consumer under the territorial and statutory jurisdiction of the respondent has submitted the complainant against the respondent for non-release of new service connection.

The complainant has been represented through her advocate and submitted during course of hearing in brief as follows:

- 1) The complainant has applied for a new service connection for commercial purpose at Holding No.92 of Mahabirpada, Bhawanipatna by paying the required application and processing fees vide MR No.202402131257265 and submitting the R.O.R. which has not been provided by the respondent.
- 2) The complainant has requested for 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 her grievance.

The complainant has prayed to release new service connection for commercial purpose.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (Executive Engineer, Subdivision. No I, Bhawanipatna) in his counter reply and course of hearing submitted PVR & Bill details of connection in the name of Asraf Ali Khan bearing consumer No. 903511100027 amounting to Rs6,64, 454/- along with the written version so also a list of consumers having connection over the premises of Holding No.92. The written version submitted by Executive Engineer, Subdivision. No I, Bhawanipatna states that the application of the complainant laid before this forum is devoid of merit for consideration, not maintainable, suppression of facts, misrepresentation of facts, vexatious frivolous and not true etc. It is further contended by the O.P that the applied power supply over the premises under Holding No.92 of Mahabirpada is disputed land under the claim of several persons. Besides this there was a connection (Now as disconnected) over the same in the name of one Asraf Ali Khan bearing consumer No. 903511100027 having pended recoverable arrear amounting to Rs6,64,454/- which has been found while inspecting the premises for consideration over the application of the present complainant. In spite of several requests, the complainant has not submitted the details of interested persons over the premises and the details of persons liable to clear



the arrear in the name of Asraf Ali Khan. With such findings the O.P has expressed his inability to release the new applied service connection without clearance of pending arrear in the name of family members of the applicant so also the applied premises under the purview of Reg.17 of the OERC, Distribution (Condition of Supply) Code-2019.

By way of rejoinder, the O.P has further intimated the forum that there are long standing civil disputes pending in courts at Dharamgarh so also at Bhawanipatna.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP, billing statement & list of consumers; the forum observes that: -

- The premises in question have several old connections in the name of different persons out of which some are having arrears.
- The disconnected connection in the name of Asraf Ali Khan is having recoverable arrear of Rs6,64,454/-
- The complainant is not disclosing the name and relationship of present occupants with the recorded names in the R.O.R so also with Asraf Ali Khan so as to take steps for recovery of arrears in line with scope provided under Supply Code 2019 of OERC.
- There are civil disputes pending in the court of law regarding title and possession/ share over the premises amongst the occupants.
- The complainant is silent about clearance of pending arrear.
- The complainant is availing power supply drawing from the ground floor which is having a running connection in the name of one Adil Khan bearing consumer no.903511100442.
- The O.P has valid and legal reason to deny the release of new power supply over a premise already having power supply, disputed title and possession so also pending old arrear.
- The complaint of the complainant is not clear, conclusive and suffers from misrepresentation so also suppression of facts and as such she is not entitled to the relief applied for.

ORDER

Basing on above observations, the forum passes order that new power supply to the premises is not feasible as per regulations of OERC Distribution (Conditions of Supply) Code 2019 and the denial for the same by the O.P is justified. Hence the complaint is dismissed being devoid of any merit.

The case is disposed of accordingly.


B. NAIK
Co-Opted Member

Co-Opted Member
CRF, Bhawanipatna


K.K. PATTAIAK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Miss Alisa Parbin, S/O. Iqbal Ali Khan, At/Po-Gandhi Chhowk, Bhawanipatna, Ps-Bhawanipatna, Dist- Kalahandi
2. Executive Engineer, Subdivision. No I, 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.”