

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Bench:

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher	...	President
Sri Chitta Ranjan Dash	...	Member (Finance)
Sri Girish Chandra Mohapatra	...	Co-opted Member

1	Case No.	RKL/ 272 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Suresh Kumar Sahoo		Nil	
		At- Lal Building, PO- Main Road,		Contact No.:	
		Birmitrapur, Dist- Sundargarh.		7381643845	
3	Respondent	Name		Division	
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rourkela.	
4	Date of Application		21.04.2025		
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		29.04.2025/06.05.2025/19.05.2025		
9	Date of Order		30.06.2025		
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:		
	Suresh Kumar Sahoo		Er. Ashok Kumar Sahoo, SDO		

ORDER

Brief Facts of the Case

During the hearing at GRF Office of Rourkela on dt.29.04.2025, the complainant appeared before the Forum whereas SDO-IV, RED, Rajgangpur appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1 KW. That the Complainant has raised objection for average billing from May'2012 to May'2018. He requested revision of bills and mentions about verbal complaints being made to the Respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

Submission of the Complainant:

The date has been posted for hearing and with due respect and humble submission I herewith submitted the points of facts and laws for your kind information and disposal to that effect that is in my favour for reconnection of electric line as before or to have a fresh line in my name.

1. It is here with submitted that the Building where I am residing under Ward No. 3 nearer to Dharmasala namely "Lal Building" at Biramitrapur Dist. Sundargarh under your jurisdiction towards the electricity connection. Originally the building was stood recorded in the name of Parbati Sahu and after her death the ROR has corrected in the name of her two daughters namely Shanti Sahu and Laxmi Sahu whereas the ownership of electricity was continued in the name of their mother Parbati Sahu as before. My claim is that I have been residing in the said building since I was minor as the adopted son of Shanti Sahu since 10.12.1973.
2. That, during the lifetime both the sister sold the house behind my back though I was residing at the relevant time and civil suit was filed by myself which is now pending in Hon'ble Court. After selling the electric line was cut up / disconnected from the building for which I filed application in the department for reconnection. Being satisfied there was an order from the concerned authority of the concerned department for reconnection of electric line holding view I am / was not an unauthorized occupant and further passed order for connection after taking necessary requirement. Till date electric connection could not be done and I have

filed application for your grievance forum for connection of electric connection again on 19.04.2025.

3. That, to that effect it is respectfully submitted that I am not at all unauthorized occupant as resided since much more long back i.e., more than 37 years to the alleged selling and litigation is still continuing so there is no impediment for a fresh connection or to continue the previous one as it was in the name Parbati Sahu.
4. The department should have to see (i) whether I am in possession /residing in the building, (i) whether I was availed the electric line previously or not. So, the forum may take a view for electric connection fresh till I am in occupation and not evicted by due process of law taking all sorts of formalities under the provision line bond security if so requires etc.
5. That, I have also filed two numbers of decisions for the kind information of the forum for an effective order to that effect;

- (i) In the High Court of Delhi at New Delhi WP (C) 13127/2019 Date of Decision - 14.11.2022.

Sudarshan Kumar Sharma @ Another..... Petitioners

Vs

State of NCT of Delhi & others..... Respondents.

"All that the electricity supply authority is required to examine is whether the applicant for electricity connection is in occupation of the premises in question"

- (ii) In the High Court at Calcutta

WP A No. 10534/2020

Sukia Kar

Vs

The Calcutta Electric Supply Corporation Ltd & others

Assuming without admitting that the petitioner does not have any right title and interest in respect of the said premises.....Is entitled to electricity.

6. That, it is further submitted that electricity is a basic amenity of life now a days just like water air and one cannot be deprived and one cannot be declined to use. Taking into view of my possession in the said building since more than 51 years I may be permitted and allowed to use electricity till I would be evicted in due course of laws. So, I humbly submitted respectfully that the Hon'ble Forum may be pleased to pass order to the concerned department for fresh connection of the electricity taking any sort of bond or security under the provision, or else I along with my family members would suffer just like fish out of water.

Reply Submission of the Respondent:

- The respondent informed during hearing that the complainant must apply in our official web side with proper fees. After verification the licensee will provide power supply.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

Findings 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 and provisions of law have concluded as follows:

- The complainant has not applied for new power supply.
- He is directed to apply for power supply online.
- The respondent is directed to co-operate for new power supply.
- Therefore, it is decided by the Forum to reject the case bills.

Directions of the forum

In view of the 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 Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The case is dropped off.

The matter is closed herewith.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 536⁽⁴⁾

Date: 30/06/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 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 within 30 days from the date of order of the Grievances Redressal Forums.