

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/ 42 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Lalatendu Mohanty		8147-1226-0727	
		At-391/629,		Contact No.:	
		Samardari, PO- Lahunipada, Near Das Dhaba, Dist- Sundargarh.		9437648445	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application		24.01.2025		
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		30.01.2025		
9	Date of Order		31.03.2025		
10	Order in favour of		Complainant	√	Respondent
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Lalatendu Mohanty		Sri Niladri Bihari Sethi, Acct.		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 42 of 2025. The Complainant is an LT-General Purpose consumer having consumer number 8147-1226-0727 with connected load of 03 KW.

That the Complainant has raised objection for frequent power outage, disconnection of power and compensation for severe financial losses.

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:

1. Delay in Issuance of Consumer Number: As per my application an electric connection was installed at my business premises in October 2023. However, TPWODL failed to provide me with a consumer number and meter till February 2024, causing unnecessary delays in my business operations and preventing me from properly managing my electricity usage and billing.
2. Non-Connection of Proper Type of Electric Supply: TPWODL provided an incorrect type of electric supply that was unsuitable for the operation of my restaurant business. Despite applying for a commercial connection, I was given a connection attached with a residential line, which was already overloaded with other various types of connections. As a result, the electric supply could not meet my business's required voltage and amperage, causing significant operational difficulties.
3. Frequent Power Outages : Due to Overloaded Infrastructure: Due to the overloaded electric pole supplying power to my premises, I have experienced frequent power outages, particularly during peak business hours. These outages have resulted in up to 10-15 hours of power loss during nighttime, which is my restaurant's busiest period. This has had a severe impact on my business, especially considering the location of my restaurant on the national highway, where my primary customers include transport vehicle operators and bus passengers.
4. Impact on Business Operations and Employee Retention: The frequent power outages at night have severely hampered my business operations. The lack of consistent power

supply led to reduced footfall, causing a significant decline in revenue. Consequently, several staff members left their jobs due to decreased customer traffic, further exacerbating the operational challenges. The cumulative effect of these issues has caused substantial financial losses to my business.

5. **Inaccurate Billing Despite Power Shortages:** Despite experiencing continuous power outages, the smart meter installed by TPWODL consistently generated inflated bills. For instance, the bill issued on July 1, 2024, was disproportionately high, even though there was no reliable power supply during the period, and the outages were frequent and prolonged. This discrepancy in billing has caused financial strain on my business.
6. **The Temporary Disconnection of the Power supply:** The power connection to my restaurant disconnected on 22nd July 2024, without any prior intimation or notice, the electricity supply was abruptly cut off. This action was taken by the TPWODL (Sambalpur Division) office, without inviting any communication or explanation provided beforehand. When I reached the local office to inquire about the reason for this disconnection, the staff there were equally unaware and unable to provide any valid explanation for the disruption. I took the matter up with various other concerned officials to have the issue resolved, but despite my repeated efforts, the matter remained unresolved.

In an attempt to restore power, I visited concerned officials, Unfortunately, despite my persistent efforts, it was only after six days of constant follow-ups and inconvenience that the electricity connection was finally reinstated. During this period of disconnection, I faced significant business losses. The refrigerator and deep freezer, which are vital to maintaining food safety and quality, were without power for an extended period. As a result, a large quantity of perishable goods, including vegetables and raw food items, worth approximately Rs. 10,000 were completely ruined. This financial loss has severely affected the operations of my business and caused undue hardship.

7. **Power Transformer Failure and Extended Downtime:** In October 2024, the power transformer supplying electricity to my premises caught fire due to overloading. The transformer was not replaced until after six working days, leaving my business without power during a critical period. This extended downtime further intensified the financial losses I was already facing, making it increasingly difficult to sustain operations.
8. **Financial Strain and Personal Investment:** The poor and unreliable service provided by TPWODL led to the eventual collapse of my business. In an attempt to salvage the situation, I was forced to invest my son's PMEGP business loan, which further strained our financial resources. Despite these efforts, the persistent issues with the electricity

supply continued to undermine my business, contributing to its eventual closure.

9. Final Closure of the Business Due to Continued Service Failures: Due to ongoing and unresolved issues with the electricity supply, including frequent outages, inflated billing, and the complete failure of electric supply infrastructure, I was unable to continue operating my restaurant. The repeated failures in service by TPWODL and the resulting financial losses led to the ultimate closure of my business.
10. Request for Compensation: Given the significant financial losses incurred due to the persistent failures of TPWODL's services, I kindly request that you review my case and issue an appropriate order in my favor. I am seeking compensation in the amount of Rs. 9,50,000/- (Rupees Nine Lakh fifty thousand only) to cover the damage and losses caused by these continuous service failures, which led to the collapse of my business.

Reply Submission of the Respondent:

1. As per complaint no-1 delay in issuance of consumer number is false. Consumer had applied for new commercial electricity connection in his own name in online mode vide application no -TPW10560951 dt.02/01/2023 and he had also paid the requisite fees amounting to Rs.14,009/- for new connection in online mode vide transaction no-YSBI2096207909. Against such application, new supply connection was given to your consumer premises on 07/10/2023 and he is assigned with consumer no-814712261727. Thus, there is no delay.
2. As per Complaint no-2. There is no non-connection of proper type of electric supply provided by TPWODL. The commercial connection was charged from nearby 11/0.4kV 63kva transformer of Talbahali village which was not overloaded. This transform is properly functioning now without any overload sign.
3. As per Complaint no-3 & Complaint no-4, the frequent power outages due to overload infrastructure and impact on business operations and employee retention are all false and hence, same are denied. No load shedding or power cut has ever occurred to your consumer connection. Our company has been uninterruptedly supplying electricity to your consumer except for maintenance work and force majeure events like storm, lightning, elephant movement etc.
4. As per complaint no-5, inaccurate billing despite power shortages and inflated bill generated by smart meter are all false. So, no high bill was issued on July-1,2024 as smart meter was properly functioning after installation.
5. As per complaint no-6, the temporary disconnection of the power supply was from dt.22/07/2024 to dt.25/07/2024. When the consumer did not pay the electricity charges, the smart meter recovery team disconnected the electricity connection from

the back office at Burla and upon payment of Rs.8,000/- by consumer vide receipt no-657137250724EZTPO062 dt.25/07/2024, the same was automatically restored by them and local officials already informed consumer about disconnection of supply during inquiry. The financial loss during the period of disconnection is totally false.

6. As per complaint no-7, 11/0.4kv 63kva is a distribution transformer. This distribution transformer was not overloaded. So, there was no sign of fire caught due to overloading. The transformer was charged after fulfilling all department formalities.
7. TPWODL continuously provided reliable supply and service as I mentioned in point no-3. So, complaint no-8 and complaint no-9 are baseless and false. So, final closer of the Business was not due to continued service failures.
8. Against all complaints registered by the consumer, I am to say that we have supplying uninterrupted electricity to consumer, and we cannot be liable for force majeure condition. Therefore, the consumer is not entitled for any compensation. So, the electricity supply to the premises of the consumer was never interrupted/disconnected in case of power failure and/or maintenance work.

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:

- Where the consumer is not entitled the monthly prorated demand charges for power cuts & power restriction imposed by the Licensee/supplier as per the Regulation 143 (iii) of the OERC (Conditions of supply) Code 2019. The provision speaks
"During statutory power-cuts and power restriction imposed by the Licensee/supplier, if the restriction on demand is imposed for a period exceeding sixty hours in a month, the monthly demand charges shall be prorated in accordance with the period and quantum of demand restrictions imposed. In all other cases the consumer shall be liable to pay the full demand charges."
- Due to non-payment of electricity charges the disconnection has been made by the recovery team of licensee from 22.07.2024 to 25.07.2024. Under such premises the complainant/consumer is not entitled for any compensation as per the provision of law.

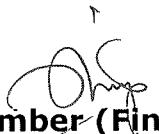
Directions of the forum


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 close herewith.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 268⁽⁴⁾

Date: 31/03/2025

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.