

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/130/2026					
2	Complainant	Name & Address:		Consumer No:			
		Ram Chandra Meher		5152-0117-0045			
		At-Badimal, Padampur		Contact No.:			
		Dist-Bargarh		9938856411			
3	Respondent	Name		Division			
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.			
4	Date of Application		17.03.2026				
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		17.03.2026				
9	Date of Order		22.05.2026				
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:				
	Rama Chandra Meher		SDO(Elect.), TPWODL, Padampur				

ORDER



Brief Facts of the Case

During the spot hearing at SDO Padampur under Bargarh West Electrical Division on dt. 17.03.2026, the complainant appeared before the Forum whereas SDO Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5152-0117-0045 with connected load of 2.00 KW. That the Complainant has raised objection regarding refusal of New Service Connection (NSC) by the respondent on the ground of arrear in the same name. He requested for release of NSC and mentions about verbal complaint 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:

1. Submission of the Complainant:

1. The complainant submits that, NSC applied has been refused on the ground of arrear pending against his name. But the arrear pending is same name of different person of different village.
2. He also requested the Forum for release of NSC.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 13-05-2026 mentioning the KWH as "7420" KWH with a remark that, "the consumer is staying at padampur and he wants a new service connection at Badi village.

Findings and observations 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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant bearing consumer no. 5152-0117-0045 has applied for New Service Connection (NSC) in Jan'2026. It is also noted by the Forum that, the complainant has no arrear pending till Dec'2025.

- b. But the NSC was refused by the respondent on the ground that the complainant has arrear pending in his name on another consumer number.
- c. As per submission of the complainant, the arrear showing in his name is a different person residing in another village and the said arrear does not belong to him.
- d. It is also noted by the Forum that as per submission made by the respondent vide email dated 15-05-2026, the supply has already been released.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the New Service Connection has already been released by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.


Co-opted Member
(D.R. Sahu)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Co-Opted Member


(P. Dasbhaya)
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 177 (3)

Date: 22.05.2026

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 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 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 130 of 2026.