

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh

...

President

Sri Pulakesh Dasbhaya

...

Member (Finance)

1	Case No.	BGH/72/2025				
2	Complainant	Name & Address:		Consumer No:		
		Debendra Ranjan Sahu		5121-2125-0026		
		At-Amardeep Colony,Bargarh		Contact No.:		
3	Respondent	Name		Division		
		SDO (Elect.), Bargarh-I,TPWODL.		BED, TPWODL, Bargarh.		
4	Date of Application		20.06.2025			
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		01.07.2025			
9	Date of Order		21.07.2025			
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:			
	Debendra Ranjan Sahu		SDO(Elect.), TPWODL, Bargarh-I, Represented by Sri Bijay Kumar Panda, Junior Manager,Finance			

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

ORDER

Brief Facts of the Case

During the hearing at the Office of the Grievance Redressal Forum, Bargarh on dt. 01.07.2025, the complainant appeared before the Forum, whereas Sri Brij Kumar Panda, Junior Manager, Finance, Sub-Division Office, Bargarh-I appeared as respondent before the Forum.

Brief facts pertaining to the case are that, the Complainant is a Domestic consumer having a Contract Demand of 03KW bearing consumer No. 5121-2125-0026. That the Complainant averred that, his power supply connection is in the name of his father, Late Lalit Mohan Sahu. The complainant approached the Customer Care Centre on dt. 05.05.2025 for change of name of the power supply connection to his name and his complaint was registered vide No. 4130525048506 on payment of processing fees of Rs. 50/- vide receipt no. 4130525048506, dt. 30.05.2025. But his grievance has not been redressed by the Opposite Party. Therefore the complainant urged before the Forum to direct the Opposite party to redress his grievance.

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, his power supply connection is in the name of his father, Late Lalit Mohan Sahu vide SC No. 5121-2125-0026.
2. The complainant approached the Customer Care Centre on dt. 05.05.2025 for change of name of the power supply connection to his name as both his father and mother have been deceased and his complaint was registered vide No. 4130525048506 on payment of processing fees of Rs. 50/- vide receipt no. 4130525048506, dt. 30.05.2025.
3. The complainant submitted the Legal Heir Certificate, the death certificate of his mother (Legal Heir) and the land details to which the said power supply connection is extended.
4. The complainant prayed before the Forum to direct the Opposite Party to take necessary action for change of name of his power supply connection.

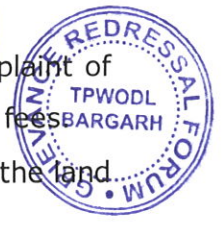



PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

2. Reply Submission of the Respondent:

- i. In reply to the case the Opposite Party submitted that, the complaint of the consumer was registered with due payment of the processing fees.
- ii. But, the case was on hold due to non submission of the NOC from the land Co-owner.
- iii. The Opposite Party submitted vide E-mail dt. 14.07.25, that the name and ownership of the said power supply connection has been changed to Sri Debendra Ranjan Sahu on dt. 11.07.2025.




3. 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:

1. That; the complainant has submitted the legal Heir Certificate which clearly mentioned that the complainant and his mother are the Legal heirs of his Late father Lalit Mohan Sahu.
2. As the complainant's mother deceased on dt. 29.11.2015 as per the death certificate, the complainant is the only legal heir of his father.
3. The Opposite Party has acted upon the grievances raised by the complainant and the name and ownership of the said SC No. 5121-2125-0026 is changed to Sri Debendra Ranjan Sahu from Lalit Mohan Sahu on dt. 11.07.2025.

Therefore, the complainant's grievance petition is hereby redressed accordingly with reasonable promptitude.

Hence, the instant case is hereby dismissed.


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 87 (2)

Date: 21.07.2025

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 72 of 2025.