



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfwesco.bgr@rediffmail.com / Grf.bolangir@tpwesternodisha.com

Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No. GRF/BGR/Order/ 442

Dated, the 29/06/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/223/2026																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																
		Smt. Anupamiya Nanda, W/o-Sri Bhikari Charan Mishra, At-Malpada, Po/Dist-Bolangir		- -	9437331240																
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																	
4	Date of Application	27.04.2026																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment & apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply & GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">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 & equipments	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 border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s)</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)	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	21.05.2026																			
9	Date of Order	29.06.2026																			
10	Order in favour of	Complainant	Respondent	Others																	
11	Details of Compensation awarded, if any.	Nil																			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant

–Sri Bhikari Charan Mishra

For the Respondent

–Sri Ghanashyam Mishra, ESO-I, BGR (Auth. Representative)

Complaint Case No. BGR/223/2026

Smt. Anupamiya Nanda,
W/o-Sri Bhikari Charan Mishra,
At-Malpada, Po/Dist-Bolangir

-

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

-

OPPOSITE PARTY

ORDER

(Dt.29.06.2026)

During hearing at Forum office on 21st May 2026, the authorized representative of the complainant Shri Bhikari Charan Nanda was present & Shri Ghanashyam Mishra, ESO-I, Balangir, authorised representative of EE-Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the complainant Smt. Anupamiya Nanda who has represented that she is the recorded owner of plot no. 1152 and 1152/3525 in khata no. 1157/832 of Salepali Mouja, Dist. : Balangir. In the said land, the licensee has installed an electrical transformer and some electric pole to give power supply to a telecom tower. The complainant represented before the Forum with the followings,

1. To shift the transformer installed in her land to some other place
2. Demolish/remove of small house constructed over there and vacate of her rayati land.

The complainant was appealed before the licensee on 09th Feb. 2026 but no action has been taken by the licensee for which she has submitted her grievance before the Forum.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 21.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The authorized representative of the complainant reiterated the above issues and requested before the Forum to issue necessary direction to the OP for immediate compliance.

PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 09.02.2026 addressed to EE-Balangir which was duly acknowledged.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of OP appeared before the Forum with written version. On


MEMBER (Fin.)


PRESIDENT

defence, he intimated that the complainant has submitted complaint for shifting of existing transformer which is providing power supply to a telecom tower. After receipt of complaint, the OP was made field inspection and found that the said 11 KV line & transformer is existing for several years to provide power supply to the telecom tower. Regarding nature of installation, it is the dispute between the telecom tower and land owner which is coming under Civil dispute. In response to technical safety, the sparking usually occurs due to unauthorized construction or plantation near the live lines by the landowner which violates statutory clearances. In regard to shifting of line & transformer, the work is to be done through "Deposit work" as per OERC Supply Code 2019 and the applicant is to bear the estimated cost as well as to provide Right of way clearance.

Considering above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The complainant was represented that she is the recorded owner of plot no. 1152 and 1152/3525 in khata no. 1157/832 of Salepali Mouja, Dist. : Balangir. In the said land, a telecom tower is availing power supply without his consent and requested with the following issues,

1. To shift the transformer installed in her land to some other place which is used for providing power supply to the telecom tower
2. Demolish/remove of small house constructed over there and vacate of her rayati land.

Against that, the OP submitted that the said telecom tower has availed supply since long and the said dispute is coming under Civil dispute. Due to unauthorized construction of land owner & plantation, some sparking occurs which violating safety clearance. If the complainant wants shifting of transformer, 11 KV line, she has to follow the OERC guidelines.

The Forum has gone through the documents and submission of both the parties and observed that the complainant has knocked the door of the Forum for removal and dismantle of 11 KV lines, substations etc and dismantle of small house constructed for watch & ward purpose. It is pertinent to mention here that, the said lines & substation has been constructed to give power supply to the telecom company named as Transcand Infrastructure Limited. For that, a lease agreement has been executed between Shri Shankar Prasad Pradhan, Shri Sambhu Prasad Pradhan & Manorama Pradhan & telecom tower company on 29th Dec. 2008 and energized later on. From that time, the telecom tower company is a consumer of OP consuming electricity regularly. If there is any dispute about the land, the complainant could have complained earlier but she remains silent till Jan-2026. From that, it is confirmed that at the time of execution of lease deed, the present complainant was no dispute about that. During the course of hearing, the complainant submitted a R.I. report dated 10th Jan. 2022 where it is mentioned that some part of plot no. 1152 & 1152/3525 has been unauthorizedly occupied by Shri Chinmaya Pradhan and made construction of tower house (report of R.I. dated 10th Jan. 2022) has taken into record. The OP has intimated the complainant to follow the guideline of OERC Regulation Code 2019 under deposit work for shifting of lines & sub-station.

During the course of hearing, the authorized representative was asked some time to submit some documents which is relevant to this case. Considering this, the Forum allowed fifteen days time to submit. But after lapse of one month, the complainant failed to submit any document before the Forum. From this, it is construed that the complainant has no more document to submit and matter is to decided as per available documents.

MEMBER (Fin.)

PRESIDENT

In view of 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 OERC Distribution (Conditions of Supply) Code 2019.

1. The complaint submitted by the complainant is not coming under the purview of this Forum as this coming under Civil Dispute. Hence, the present case is not maintainable and rejected.
2. The Opposite party is directed to follow the safety procedure in line with OERC Regulation Code 2019.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Smt. Anupamiya Nanda, W/o-Sri Bhikari Charan Mishra, At-Malpada, Po/Dist-Bolangir-767001.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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 Grievance Redressal Forums."