



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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

Memo No.GRF/BGR/Order/ 380⁵¹

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/238/2026		
2	Complainant/s	Name & Address Sri Ramji Biswal, At/Po-Badtika, Via-Loisingha, Dist-Bolangir	Consumer No Intending Consumer	Contact No. 9937486409 9668086409
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	12.05.2026		
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			
7	OERC Regulation(s) with Clauses	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		
8	Date(s) of Hearing	21.05.2026		
9	Date of Order	26.05.2026		
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 Ramji Biswal
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/238/2026

Sri Ramji Biswal,
At/Po-Badtika, Via-Loisingha,
Dist-Bolangir
Con. No. Intending Consumer

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Loisingha

- **OPPOSITE PARTY**

ORDER

(Dt.26.05.2026)

During hearing at Forum office on 12th May 2026, the complainant as well as Shri Ramji Biswal was present & Shri Saroj Kumar Kanda, SDO-Loisingha Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by Shri Ramji Biswal who has applied for "Domestic" connection under LT-Dom tariff for a CD of 1 KW. The complainant has deposited required fees of ₹ 2,162/- on 16th Feb. 2026. But till date, power supply has not yet released. The complainant appealed before the Forum to redress his grievances and issue direction for release of power connection.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is an intending consumer under Loisingha Sub-division. The complainant represented that he has paid the requisite fees on 16th Feb. 2026 but till date power supply has not been given by the OP and requested before the Forum to issue direction for release of power supply.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with written version. On defence, he intimated that the complainant has applied for a domestic load of 1 KW and he has deposited requisite fees of ₹ 2,162/-including security deposit of ₹ 537/- on 16th Feb. 2026. The application is kept on hold due to arrear outstanding of ₹ 48,658.40p in the said plot (Plot no. : 920) having consumer no. 9113-1109-0172 in the name of Somanath Biswal, brother of Shri Ramji Biswal. Due to arrear outstanding in the said plot, power supply to the complainant has not been released and kept in hold till date.


MEMBER (Fin.)


PRESIDENT



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

FINDINGS AND ANALYSIS OF THE FORUM

The complainant has applied for a new connection under LT-Dom. category for a CD of 1 KW. Though he has applied and deposited requisite fees since 16th Feb. 2026, power supply has not been released till date. The OP submitted that the applicant has applied for new connection and deposited required fees including security deposit of ₹ 537/- on 16th Feb. 2026. The application has been kept on hold by the OP with the reason that there is another electric connection in the name of Shri Somnath Biswal having cons. no. : 9113-1109-0172 and arrear outstanding upto Mar-2026 is ₹ 48,658.40p. After clearance of arrear outstanding, power supply to the complainant will be released.

The Forum analysed the documents submitted by both the parties. It is observed that the applicant Shri Ramju Biswal, brother of Shri Somnath Biswal has applied a new connection of 1 KW in the same plot where there is an existing line availing power supply by Shri Somanath Biswal and there is an arrear outstanding of ₹ 48,658.40p till Apr. 2026. The power supply to the complainant has not yet released due to arrear outstanding which is to be cleared before release of power supply and observing departmental formalities. The OP intimated the matter to the complainant verbally and the complainant also admitted the fact.

During the course of hearing, the Forum asked the complainant that why he wants separate connection when there is an existing connection. The complainant stated that he wants separate connection in his name and he will pay the bill separately. Again the Forum asked that whether there is any legal partition deed made between the brothers i.e. Shri Somath Biswal and Shri Ramji Biswal. The complainant was denied that. Hence, it is the opinion of the Forum that there is no legal partition deed made between the two brothers and the complainant wants another power supply in the same premises having cons. no. 9113-1109-0172. The OP stated that due to arrear outstanding, application of new power supply has kept in hold and after clearance of arrear outstanding, power supply will be given as the applicant has completed all other departmental formalities. In the said point, the applicant reiterated that he is not liable to make payment of arrear outstanding lying in the name of Shri Somnath Biswal.

The Forum also observed that the OP has kept the application "ON HOLD" status till 16th Feb. 2026 which violates OERC Regulation 2019. In this regard, the Forum directed the OP to act in line with Regulation Code and reject the application of the complainant as the complainant has failed to comply within 30 days of intimation i.e. from 16th Feb. 2026.

From the above, it is clear evident that the existing consumer (Cons. no. : 9113-1109-0172, Shri Somnath Biswal) is availing power supply without regular payment and the licensee is not taking any step for recovery of arrear. The Forum advised the OP to take necessary action to recover the arrear outstanding as per OERC Regulation Code 2019.

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.


MEMBER (Fin.)


PRESIDENT

1. The complaint of the complainant regarding new power supply in the name of Shri Ramji Biswal is hereby rejected as there is arrear outstanding in the same premises in the name of Shri Somnath Biswal, Cons. no. 9113-1109-0172.
2. The OP is directed to reject the application of Shri Ramji Biswal so that the complainant will get the refund money as per departmental formalities.

Case is disposed off accordingly.



26/05/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.PANDA
PRESIDENT

Copy to: -

1. Sri Ramji Biswal, At/Po-Badtika, Via-Loisingha, Dist-Bolangir-767020.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."