



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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 4/1

Dated, the 04/06/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/273/2025																			
2	Complainant/s	Name & Address Sri Binod Kumar Mohanty, Plot No. LIG-26, Town Planning Area, At-Sastrinagar, Po/Dist-Bolangir		Consumer No 911112081050	Contact No. 7083718996																
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																	
4	Date of Application	29.04.2025																			
5	In the matter of-	<table><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) – Low Voltage & Voltage Fluctuation</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) – Low Voltage & Voltage Fluctuation	
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6	Section(s) of Electricity Act, 2003 involved																				
7	OERC Regulation(s) with Clauses	<table><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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6. Others																					
8	Date(s) of Hearing	08.05.2025	15.05.2025																		
9	Date of Order	04.06.2025																			
10	Order in favour of	Complainant	✓	Respondent	Others																
11	Details of Compensation awarded, if any.	Nil																			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant
For the Respondent

—Sri Binod Kumar Mohanty
—Sri Swadhin Sahu, OAG-II (Auth. Rep.) (Dt.08.05.2025)
Sri Uday Bhanu Nandy, S.D.O(El.),No.I, BGR (Dt.15.05.2025)



Complaint Case No. BGR/273/2025

Sri Binod Kumar Mohanty,
Plot No. LIG 26,
Town Planning Area,
At-Sastrinagar,
Po/Dist-Bolangir
Con. No. 911112081050

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.04.06.2025)

The consumer was submitted his grievances on 29th Apr. 2025 regarding low voltage and voltage fluctuation in his locality which was registered as Case no. 273 / 2025. Accordingly, hearing date was fixed on 08th May 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED : 08.05.2025

Appeared:

For the Complainant
For the Respondent

—Sri Binod Kumar Mohanty
—Sri Swadhin Sahu, OAG-II (Authorised Representative)

During the course of hearing, the authorized representative of OP was asked for a date as SDO-I has gone to attend the meeting called by District administration.

Considering this, the Forum allowed and directed to submit the required documents before the next date of hearing. The next date of hearing was fixed on 15th May 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

During hearing at Forum office on 18th Apr. 2025, the consumer Shri Binod Mohanty was present & Shri Uday Bhanu Nandy, SDO, Sub. division-I, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Binod Mohanty who is LT-Dom. consumer availing a CD of 1.5 KW. He has represented that he is facing low voltage & fluctuation in their locality causing damage of electrical appliances. The complainant needs rectification and improvement of voltage in his premises.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



The case was heard in detail.

PROCEEDING OF HEARING DATED : 15.05.2025

Appeared:

For the Complainant –Sri Binod Kumar Mohanty
For the Respondent –Sri Uday Bhanu Nandy, S.D.O (El.), No. I, Bolangir

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Sub-division I, Balangir. The consumer represented that he is facing severe low voltage & voltage fluctuation issue in his premises. He was given complaint letter to TPWODL authority before but no action has been taken till date. The complainant appealed before the Forum to intervene in this matter and direct the TPWODL authority to resolve the dispute.

PREVIOUS COMPLAINS IF ANY :

1. Letter no. nil, dated 13th Apr. 2022 addressed to SDO-1, Balangir
2. Letter no. nil, dated 28th Jan. 2025 addressed to Executive Engineer, Balangir Division

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jan.-2023. The dispute raised by the complainant regarding low voltage problem is a genuine dispute. After receipt of complaint, the premises was inspected and found that some neutral issue was there which has been rectified. As the consumer premises is at tail end, some voltage issue is there which is to be rectified very shortly. Also, converting of existing 1-ph LT network to 2-ph network and regular watering of Earth Pits of 63 KVA Sub-station. Further infrastructure development work is planned to do like upgradation of 63 KVA S/s to 100 KVA S/s, strengthening of LT network till the tail point as the complainant premises is at tail end. To complete the above activity, two month time is required to complete the assignment.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 22nd Jan. 2023. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant is aggrieved with the quality of power supply provided by TPWODL as he is facing low voltage & voltage fluctuation in his premises since long. He has approached the matter before the TPWODL authority many times but no action has been taken by them for which the problem is still persists.

The OP submitted that the consumer is resided at Shastri Nagar area and his premises is at tail end of the said LT line. Due to consumer growth in that LT network, the voltage issue is there. However, action has been taken like converting of existing 1-ph LT network to 2-ph network and regular watering of Earth Pits of 63 KVA Sub-station to resolve the voltage issue. Also, infrastructure development work has been planned like upgradation of 63 KVA S/s to 100 KVA S/s, strengthening of LT network till the tail point as the complainant premises is at tail end. Within a period of two months, the above work is to be executed so that the complainant will get quality power supply.

CO-OPTED MEMBER

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.

The OP is directed to monitor the infrastructure development work in the locality of the complainant and ensure to complete within two months.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within two months after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Binod Kumar Mohanty, Plot No.- LIG 26, Town Planning Area, At-Sastrinagar, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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."