



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

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/ 447

Dated, the 29/06/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/296/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Krusika Jal, At-Aampada, Po-Kantabanji, Dist-Bolangir		915101110008	7978315268																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonapur		Division Sonapur Electrical Division, TPWODL, Sonapur																									
4	Date of Application	11.06.2026																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>35, 157</u></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) <u>35, 157</u>	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	18.06.2026																											
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 Krusika Jal
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/296/2026

Sri Krusika Jal,
At-Aampada, Po-Kantabanji
Dist-Bolangir
Con. No. 915101110008

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.29.06.2026)

The consumer was appealed before the Forum on dated 11th Jun. 2026 which was registered on Case no. 296 of 2026. The complainant represented that he was staying in the Govt. quarter at Sonapur from 03rd May 2021 to 10th Jun. 2024. He was cleared all energy bill and got no dues certificate but the OP has not yet changed the name against that connection and showing arrear outstanding. He has submitted his grievances to replace the name against that connection.

Accordingly, hearing date was fixed on 18th Jun. 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

The case was heard in detail.

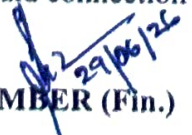
PROCEEDING OF HEARING DATED : 18.06.2026

HISTORY OF THE CASE

The Complainant was a LT-Dom. consumer availed a CD of 2 KW. The complainant was obtained a no dues certificate from the OP on 10th Jun. 2024 for his occupancy tenure. But till date, the name against that connection has not yet changed and shown arrear outstanding. The complainant requested before the Forum to change the name against that connection.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonapur Section of Sonapur Sub-division. The consumer represented that he was resided in a govt. quarter for the period 03rd May 2021 to 10th Jun. 2024. After vacating quarter, he was got "NO DUES CERTIFICATE" from the OP on 10th Jun. 2024. But the OP has not amended his name from the billing database. Against that, he has appealed before the Collector Grievance Cell, Subarnapur which has registered as 0604 SNP 024/26 and is pending there. The complainant requested before the Forum to delete the name against that said connection as he is not using this since 10th Jun. 2024.


MEMBER (Fin.)


PRESIDENT

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the complainant was a LT-Dom. consumer and availed power supply from 03.05.2021 to 10.06.2024. The complainant was cleared all his outstanding electricity dues during his tenure of occupancy and obtained no dues certificate vide letter no. 118, dated 10th Jun. 2024. As per guideline, the said connection must be transferred to the succeder who is in occupancy of the said govt. quarter but due to some software issue, the same has not yet amended.

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 complainant was availed a Govt. quarter and a LT-Dom. consumer with a CD of 1 KW. The complainant was a consumer of OP from 03.05.2021 to 10.06.2024. The complainant was cleared all the outstanding and obtained "NO DUES CERTIFICATE" from the OP vide letter no. 118 dated 10th Jun. 2026 but due to some software constraints, the ownership of the said connection remains unchanged till date for which the complainant has represented before the Forum.

The Forum analysed the case with available documents and argument of both the parties. During hearing, it is observed that the complainant also filed a grievance before the Collector's Grievance Cell, Subarnapur which has been registered with ref. no. 0604 SNP 024/26. The Forum asked both the parties about the status of the case and found that the case is pending for disposal. Hence, the forum is of the opinion that as the matter is pending before the Collector's Grievance Cell, the present case is not maintainable with this Forum.

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.

As the same grievance is pending before other Forum, the case is not maintainable. Hence, the present case is hereby rejected.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Krusika Jal, At-Aampada, Po-Kantabanji, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."