



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

824

Dated, the

26/11/2025

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

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

1	Case No.	Complaint Case No. BGR/554/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Prof. (Dr.) Jogeswar Sahoo, Retd. Principal, OES(1), At-Kalamandalpada, Po/Dist-Bolangir		-	9437100974																								
3	Respondent/s	Name (1)S.D.O (Elect.), No. I, TPWODL, Bolangir (2)EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	29.10.2025																											
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>15. Others (Specify) -</td><td></td><td></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) -		
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	<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																		
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	19.11.2025																											
9	Date of Order	26.11.2025																											
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 -Prof. (Dr.) Jogeswar Sahoo
For the Respondent -Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/554/2025

Prof. (Dr.) Jogeswar Sahoo, - **COMPLAINANT**
Retd. Principal, OES(1),
At-Kalamandalpada, Po/Dist-Bolangir

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division, No. I,
TPWODL, Bolangir
EE, BED, TPWODL, Bolangir

ORDER
(Dt.26.11.2025)

The complainant has appealed before the Forum for disconnection of power supply to the premises owned by him and resided by tenant and change of existing connection to his name. Accordingly, hearing date has been fixed on 19th Nov. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During hearing conducted at Forum office on 19th Nov. 2025, the complainant Prof. (Dr.) Jogeswar Sahoo was present & Shri Swadhin Sahu, OAG-II, Bolangir-I Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the complainant Prof. (Dr.) Jogeswar Sahoo has appealed before the Forum for redressal of his grievances. The grievances are,

1. Change of ownership to his name to his existing connection resided by stranger
2. Disconnection of power supply to the said premises.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant reiterated his grievances as mentioned above and requested before the Forum to consider this and direct the OP to do accordingly.

PREVIOUS COMPLAINS IF ANY :

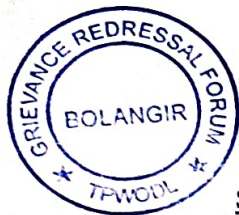
Letter no. nil, dated 21st Feb. 2025 addressed to SDO-I, Bolangir.

CO-OPTED MEMBER

MEMBER (Fin)

Page 2 of 4

PRESIDENT



SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the complainant has not submitted the consumer number of the disputed premises for which the OP was unable to take necessary action to redress his grievances. In absence of consumer number, it is difficult to trace the consumer and ownership of the electrical connection. In absence of that, the subsequent action as per OERC Regulation cannot be initiated.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

As complained by the complainant and submission of OP, it is observed by the Forum that, The complainant was unable to produce any electrical document such as electric bill or consumer number before the Forum or the OP. During the hearing process, the OP intimated the Forum that they have intimated the complainant to submit the energy bill copy and ownership of the said connection against which necessary action will be initiated. But, the complainant could not produce the documents.

During the hearing process, the Forum directed the complainant to submit any documentary evidence against the disputed connection. But the complainant admitted that he has no such documents available with him. He has submitted only the land Patta issued on 15th Nov. 2021 of Revenue dept., Govt. of Odisha and holding tax receipt dated 29th Apr. 2024. From those documents, the Forum feels that it is difficult to trace the exact consumer with those documents. On the other hand, it is the responsibility of the complainant to raise grievance before any Forum with supportive documents. In this case, the complainant fails to submit the same.

In this aspect, Cl-2 (c) of OERC Gazette notification dated 05th Apr. 2004 is self-explanatory. The abstract is,

"Complainant" shall include—

- (i) A consumer as defined under clause (15) of section 2 of the Act;*
- (ii) An applicant for new connections;*
- (iii) Any registered consumer society; and*
- (iv) Any unregistered association of consumers, where the consumers have similar interest;*

Taking into consideration of above, the Forum feels that the complaint of the complainant does not hold any merit in the said case.

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 complaint of the complainant does not hold any merit in this case. Hence, the petition of the complainant is hereby rejected. Regarding change of name in the said connection, the complainant is directed to apply before the licensee with required documents in complete shape in line with OERC Regulation.



CO-OPTED MEMBER


MEMBER (Fin.)



PRESIDENT



Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Prof. (Dr.) Jogeswar Sahoo, Retd. Principal, OES (1), At-Kalamandalpada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
3. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
4. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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."