



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

Memo No.GRF/BGR/Order/ 826/69

Dated, the 26/11/2025

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

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

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|-----------|--|--|--|--|--------------------------|---------------------|---|-------------------------------------|---|--|------------------|-------------|-------------------|------------------------------|---------------------------------|---|------------------------------------|--------------------------|------------------------|--|
| 1 | Case No. | Complaint Case No. BGR/575/2025 | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | | | | | | | | | | | | | | | | |
| | | Sri Sunil Kumar Mishra, At-Malpada, Po/Dist-Bolangir | | Intending Consumer | 9439574741 | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), No. I, TPWODL, Bolangir | | Division Bolangir Electrical Division, TPWODL, Bolangir | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 13.11.2025 | | | | | | | | | | | | | | | | | | |
| 5 | In the matter of | <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%;">1. Agreement/Termination</td><td style="width: 50%;">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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| | | 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) 33 | | | | | | | | | | | | | | | | |
| | | | | 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 | <input checked="" type="checkbox"/> | Respondent | <input type="checkbox"/> | Others | <input type="checkbox"/> | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | | | | | | | | | | | | | | | |

Prasanta Kumar Sahoo
CO-OPTED MEMBER

Er. Sambit Kumar Nanda
MEMBER (Fin.)

Er. Sambit Kumar Nanda
PRESIDENT



Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant — Sri Sunil Kumar Mishra
For the Respondent — Sri Swadhin Sahu, OAG-II (Authorised Representative)

Complaint Case No. BGR/575/2025

Sri Sunil Kumar Mishra,
At-Malpada, Po/Dist-Bolangir
Con. No. Intending Consumer

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.26.11.2025)

During hearing at Forum office on 23rd Nov. 2025, the complainant Shri Sunil Kumar Mishra was present & Shri Swadhin Sahu, OAG-II, Balangir-I Sub-division (Authorised representative of SDO-I, Balangir) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by Shri Sunil Kumar Mishra who has applied for "Domestic" connection under LT-Dom tariff for a CD of 2 KW. All the departmental formalities has been completed and the complainant has deposited required fees of ₹ 2,879/- which was deposited on 26th Sep. 2025. But till date, power supply has not been 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 : 23.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is an intending consumer under ESO-I section of Balangir-I Sub-division. The complainant represented that he has paid the requisite fees on 26th Sep. 2025 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 2 KW and he has deposited requisite fees of ₹ 2,879/-including security deposit of ₹ 1,254/- on 26th Sep. 2025. The application is kept on hold due to arrear outstanding of ₹ 1,99,377.72p in the said plot (Plot no. : 928) having consumer no.

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9111-1108-0020 in the name of Manglu Thela. Due to arrear outstanding in the said plot, power supply to the complainant has not been released and kept in hold till date.

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 2 KW. Though he has applied and deposited requisite fees since 26th Sep. 2025, 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 ₹ 2,879/- on 26th Sep. 2025. The application was on hold by the OP with the reason that there is another electric connection in the name of Manglu Thelka having cons. no. : 9111-1108-0020 and arrear outstanding upto Oct-2025 is ₹ 1,99,377.72p. 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 Sunil Kumar Mishra has purchased a part plot of 0.012 decimil from the original plot of 0.210 decimil. The original plot is in the name of Shri Manglu Thela with plot no. 928 & khatiyan no. 412. After sale deed, the new sub-plot no. allotted as plot no. 928/8219 and khatiyan no. 1157/5141 (coming out of old plot no. 412). The tahasil office, Balangir has issued 'PATTAA' in the name of applicant on 08th Aug. 2025. Also, the complainant has obtained approval for construction of residential building (G+2) in the said plot from Balangir Municipality. Now, the dispute raised for non-release of power supply to the said premises on the ground of arrear outstanding of ₹ 1,99,377.72p upto Oct-2025.

During the course of hearing, the Forum asked the authorized representative of OP that when the complainant has got the ownership of the part plot, reason of non-release of power supply where the OP stated that due to arrear outstanding, application of new power supply was 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 Manglu Thela as he has already got ownership of the said part plot.

In this aspect, Cl-21 (i) of OERC Distribution Code 2019 is extracted below,

Processing of Applications

21. (i) For all application forms pertaining to release of supply to new connections, the licensee/supplier shall verify the application form along with enclosed documents and if found deficient, shall issue a written note to the applicant either on the or within 3 days from the date of receipt of application regarding shortcomings in the application form if any.

In the present case, the OP has not yet officially communicated the shortcomings for non-release of power supply rather they have kept the application in hold which violates Cl-21 (i) of OERC Regulation.

Also, as per Cl-32 of OERC Regulation Code 2019,

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10/05/2024

"Every Distribution Licensee/supplier shall, on receipt of an application from the owner or occupier of any premises give supply of electricity to the premises within the time stipulated in Regulation 33, subject to the payment of fees, charges and security and the due fulfilment of other conditions to be satisfied by such owner or occupier of the premises. "

Also, Cl-33 (a & b) of the said Code is self-explanatory about release of power supply. The extract is,

The Distribution Licensee/supplier shall give supply of electricity to the premises pursuant to the application under Regulation 32 above as hereunder :

(a) Where no the extension of distribution main or commissioning of new substation is required the licensee/supplier shall effect such supply within 7 days of the date of payment of fees, charges and security amount payable in case of LT category;

(b) In cases where such extension of distribution main or commissioning of new substation is required but there is no requirement of erecting and commissioning a new 33/11kV substation within the time frame given hereunder:



| Type of service Connection requested | Period from date of payment of required fees, security and other estimated charges, within which supply of electricity should be provided |
|---|---|
| Low Tension (LT) Supply | 10 days |
| 11KV Supply | 20 days |
| 33KV Supply | 30 days |

From the above, it is clear that there is no extension of LT line hence Cl-33 (a) must be followed where the OP failed to comply this. By such activity of OP attracts Cl-46 (i) of OERC Regulation Code 2019. Along with EA Act-2003. The extract of Cl-46 (i) & 47 of this Code is,

"46 (i) : The Distribution Licensee/supplier who fails to comply with the time frame for supply of electricity stipulated in this Code shall be liable to pay penalty as may be decided by the Adjudicating Officer in accordance with Section 143 read with Section 43(3) of the Act."

"47 : The liability to pay penalty under this Code for default if any, shall not absolve the Distribution Licensee/supplier from the liability to pay compensation to the affected person as per the regulation notified under sub-section (2) of Section 57 of the Act."

From the above, it is clear that the OP has failed to discharge his duties for extending power supply to Shri Sunil Kumar Mishra within stipulated time as framed in OERC Regulation Code 2019 and Electricity Act 2013.

The Forum has gone through the billing ledger of Shri Manglu Thela, cons. no. 9111-1108-0020 (owner of the said plot) and observed that there is huge arrear outstanding of ₹ 1,99,377.72p upto Oct-2025. The consumer is very much irregular in making energy bill payment. He has made last payment on 31st Mar. 2025 of ₹ 10,000/-, thereafter no payment has been received till date and the OP has not taken any step for recovery of arrear neither disconnection of power supply as laid down in OERC Regulation. Also, it is seen that power supply to the consumer was under disconnection from Dec-2023 to Apr-2024 but without payment of arrear outstanding power supply has been restored on May-2024. From the above, it is clear evident that the consumer is availing power supply without regular payment and the licensee is not taking any step for recovery

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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.

The Opposite party is directed to exercise Cl-33 of OERC Regulation Code 2019 and give power supply to Shri Sunil Kumar Mishra within seven days from the date of receipt of this order. Also, the OP is directed to take necessary action in line with OERC Regulation to recover arrear outstanding against cons. no. 9111-1108-0020.

Case is disposed off accordingly.

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




K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


S.R.NANDA
PRESIDENT

Copy to: -

1. Sri Sunil Kumar Mishra, At-Malpada, 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:Bhoniagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."