



## 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/ 1075<sup>5</sup>

Dated, the 30/11/2024

**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/701/2024																											
2	Complainant/s	Name & Address Sri Surubabu Sahu, S/o-Sri Dukhu Sahu, At/Po-S.Mahada, Via-B.M.Pur, Dist-Sonepur		Consumer No Intending Consumer	Contact No. 7077494422																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	24.10.2024																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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)</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	12.11.2024																											
9	Date of Order	30.11.2024																											
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:** GF, Bolangir

**Appeared:**

**For the Complainant** -Sri Surubabu Sahu

**For the Respondent** -Sri Sirish Chandra Hota, DM (Legal) (Auth. Representative)

**Complaint Case No. BGR/701/2024**

Sri Surubabu Sahu,  
S/o-Sri Dukhu Sahu,  
At/Po-S.Mahada,  
Via-B.M.Pur,  
Dist-Sonepur  
**Con. No. Intending Consumer**

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

**OPPOSITE PARTY**



**ORDER**  
**(Dt.30.11.2024)**

**HISTORY OF THE CASE**

The Complainant is an intending consumer to avail power supply of 2 KW under LT-GPS category. His application was held-up as there is an arrear outstanding of ₹ 40,293.61p (arrear upto Oct.-2024) with cons. no. 9152-0205-2122 stands in the name of Shri Panda Sahu of B M Pur section.

The case was heard in detail.

**PROCEEDING OF HEARING DATED: 28.11.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is an intending consumer under B M Pur section. The consumer represented that he was denied for new power supply to the commercial stall on the ground of arrear outstanding.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The authorized representative of OP appeared before the Forum with relevant record. On defence, he intimated that the intending consumer was applied for a power supply to a commercial stall at B M Pur section. The said commercial stall has been constructed on the land of Shri Panda Sahu who is in relation of brother of the intending consumer. As there is an outstanding arrear of ₹ 40,293.61p (arrear upto Oct.-2024) against cons. no. 9152-0205-2122 stands in the name of Shri Panda Sahu.

Considering the above, the OP requested before the Forum to pass order for release of power supply after payment of outstanding arrear.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**



### **FINDINGS AND ANALYSIS OF THE FORUM**

The applicant was applied for a new connection under LT-GPS category for a CD of 2 KW. Though he was applied and deposited requisite fees since 18<sup>th</sup> Sep. 2024, power supply has not been released till date. On the other side, the OP submitted that the applicant was applied for new connection in the plot of Shri Panda Sahu who is a relative brother of the applicant Shri Surubabu Sahu. There is an arrear outstanding of ₹ 40,293.61p (arrear upto Oct.-2024) against cons. no. 9152-0205-2122 stands in the name of Shri Panda Sahu due to which new power supply has been held up in accordance of Reg.-17 of OERC Dist. (Conditions of Supply) Code 2019.

Taking into consideration of both the parties and OERC Regulation Code, the Forum is of the opinion that power supply should be released after clearance of all arrear outstanding stands in the name of the plot owner i.e. Shri Panda Sahu bearing cons. no. 9152-0205-2122.

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.

**Power supply to the commercial stall held-up on the ground of arrear outstanding is genuine in obedience to OERC Regulation 2019. Hence, the complaint of the complainant is hereby rejected.**

Case is disposed off accordingly.



**K.S.PADHEE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Surubabu Sahu, At/Po-S.Mahada, Via-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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](http://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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**