



## 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/ 139

Dated, the 27/02/2025

**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/802/2024																											
2	Complainant/s	Name & Address Smt. Snigdha Rani Sarangi, C/o-Late Himanshu Sekhar Sarangi, At-Satyanarayanpada, Po/Dist-Bolangir		Consumer No Intending Consumer	Contact No. 9861789473																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	27.12.2024																											
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) 155, 157</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) 155, 157	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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8	Date(s) of Hearing	09.01.2025	05.02.2025	20.02.2025																									
9	Date of Order	27.02.2025																											
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** -Smt. Snigdha Rani Sarangi  
**For the Respondent** -Sri Swadhin Sahu, OAG-II (Auth. Representative)

**Complaint Case No. BGR/802/2024**

Smt. Snigdha Rani Sarangi,  
C/o-Late Himanshu Sekhar Sarangi,  
At-Satyanarayanpada,  
Po/Dist-Bolangir  
**Con. No. Intending Consumer**

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.27.02.2025)**

During hearing on dt.09.01.2025 the Complainant Smt. Snigdha Rani Sarangi appeared before the Forum in person whereas Sri Swadhin Sahu, OAG-II, Electrical Sub-Division, No. I, TPWODL, Bolangir appeared as authorised representative of opposite party.

The Complainant in her written petition dt.27.12.2024 stated that she had applied for a new service connection (domestic power supply) to her plot at Satyanarayanpada (near Sonalika Tractor Show Room) on deposit of prescribed fees on dt.29.05.2023 which was kept on hold by the licensee. She therefore requested before the Forum to issued necessary direction to the opposite party for release of power supply which has inordinately been delayed.

The Complainant was found present during hearing on dt.09.01.2025 whereas on the other hand the opposite party submitted a written version which reveals that the Complainant Smt. Snigdha Rani Sarangi had applied for new connection under LT (domestic) tariff with CD of 02 KW on deposit of required fees. But the same was held up for pending arrear of Rs.62931.57 along with a penal amount of Rs.24405.00 against consumer number 911124140147 in the name of Sri Shyama Sundar Sarangi where the premises is the same where the said arrear still exists unpaid. However, the opposite party could not produce the revenue records with land details to prove that the plot for which service connection is applied, exists in the same premises.

However, the Complainant on her defence stated that she occupies a portion of land earlier owned by her grand father-in-law and at present intends to construct a residence house although the ownership lies with the Government. Thus she could neither produce a legal heir certificate as a bonafied share holder of the plot nor any documentary evidence towards making any application to the revenue authority for recording the Govt. plot in her name as the rightful owner being the only surviving widow lady and a share holder of the land (premises).

**CO-OPTED MEMBER**

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



However, the hearing was adjourned to dt.05.02.2025 with a speaking order to the Complainant to produce a legal heir certificate as a token of proof as the rightful share holder of the premises and the opposite party to show documentary evidence as regards to the premises in question where the arrear exists. But since the Complainant could not make herself available during hearing on dt.05.02.2025 it was further adjourned to dt.20.02.2025.

During hearing on dt.20.02.2025 the Complainant Smt. Snigdha Rani Sarangi appeared before the Forum in person whereas Miss. Reenarani Sahoo, OAG-II, Electrical Sub-Division, No. I, TPWODL, Bolangir appeared as authorised representative of opposite party.

During hearing on dt.20.02.2025 the Complainant still could not produce a legal heir certificate but the opposite party showed a videographic evidence that the plot of the Complainant exists in the same premises where the service connection is applied but having an arrear there on.




Keeping the all above observation in view the Forum observed that;

1. As per rule 16(1) of the OERC Distribution (Conditions of Supply) Code 2019 the premises where the Complainant applied for new service connection is in arrear of electricity dues for the same premises, the application for new power supply could not be allowed until the arrear is settled.
2. The Complainant also could not produce a legal heir certificate as a token of rightful owner/ share holder of the premises/ on the undivided property (land) to avail the new service connection on prorota payment basis on total arrear existing on the premises as per rule 16(3).

The Forum is therefore of the opinion to reject the Complainant of the Complainant having no merit in the case.

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. Smt. Snigdha Rani Sarangi, C/o-Late Himanshu Sekhar Sarangi, At-Satyanarayanpada, Po/Dist-Bolangir.
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](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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**