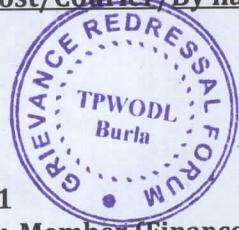


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 5414

Date: 20.12.2025

Present:

**Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/462/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sangita Sharma W/O-Ashish Kumar Sharma At-Flat No-310, Swarna Tower, Po-Baraipali, Dist-Sambalpur-768006		NSC	9337527751 9040010378
3	Respondent/s	S.D.O (Elect), Ainthapali			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	01.11.2025			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	✓
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 ✓ 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004 3. OERC Conduct of Business) Regulations,2004 4. Odisha Grid Code (OGC) Regulation,2006 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004 6. Others			
8	Date(s) of Hearing	13.11.2025 /26.11.2025 /06.12.2025			
9	Date of Order	20.12.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President
20/12/25

Place of Camp: GRF Office, Burla

Appeared

For the Complainant- Sangita Sharma
Represented by Amit Sharma

For the Respondent - SDO(Electrical),Ainthapali, TPWODL.

GRF Case No- BRL/462/2025

Sangita Sharma
W/O-Ashish Ku Sharma
At-Flat No-310, Swarna Tower, Po-Baraipali,
Dist-Sambalpur
Consumer No-NSC

COMPLAINANT

VRS

SDO(Electrical), Ainthapali, TPWODL.


OPPOSITE PARTY

GIST OF THE CASE

Sri Amit Sharma on behalf of Sangita Sharma appeared in the hearing on Dt. 13.11.2025, 26.11.2025 & 06.12.2025 at GRF Office, Burla. Smt. Sangita Sharma, the complainant who filed the petition raising objections of non-release of a General-Purpose connection by the Opposite Party, which was applied on 07.09.25. She argued that even though all necessary documents were provided & despite repeated requests, no power supply to her premises over Plot No-531, along the Baraipali-Khetraipur road, has been extended till date. The complainant further submitted that the Opposite Party did not process the application & insisted on paying the outstanding electricity dues that stands in the name of Sri Prasant Mittal over the same plot and affirmed that such outstanding is unrelated to her or to her plot against which she has applied for a new connection. In this context, the complainant submitted the copies of registered sale deed executed on 04.06.2025 against the plot No-531(Forty two decimals), major settlement khata No-567/105, coming under the Sambalpur Development Authority, the seller being Sri Ashok Kumar Agrawal, S/o of Late Harihar Prasad Agrawal & the four purchasers of the same property as Sri Amit Sharma, Smt. Jyoti Sharma wife of Amit Sharma, Sri Ashish Kumar Sharma S/o Vijay Sharma & Smt. Sangita Sharma, wife of Sri Ashis Ku. Sharma.

Additionally, the copies of Encumbrance Certificate from 01.01.1985 to 10.04.2025, the ROR copy along with the copies of previous sale deed executed bearing No.-940/1987 dated 29.04.1987 between Sri Ashok Kumar Agrawal (the previous owner of the same property) and Sri Sukhbir Kaur & the ROR of the same were also submitted by the complainant.

The complainant found no other alternative & approached the Forum to extend necessary justice in availing new power supply already applied for.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

Notice issued to both the parties to appear before the Forum on 13.11.2025, wherein, the complainant Smt. Sangita Sharma & the other owner Sri Amit Sharma appeared & the Opposite Party namely Sri Ashis Kumar Mohanty, SDO(Elect.), Ainthapali, represented the case in person.

The case was adjudicated in detail in reference to complainant's petition received. On scrutinizing the case details, the Opposite Party made oral submission that it was due to the pendency arrear electricity dues of Rs. 7,41,733.30/- stands against the same property, previously utilized by Sri Prasnata Mittal, bearing connection No.411723020339 under LT-General Purpose Tariff(LT-GP), having situated at Chitrakuta, Baraipalai Road, Sambalpur with initial supply release date on 22-Jul-2002, the application for new power supply under LT-G.P. category has been on hold position due to non-clearance of such dues.

On detail deliberation to the case, the Opposite Party was asked to submit the joint Physical Verification Report to be carried out involving the RCM team, CMG team, Operation team & concerned field officials within 10 working days to the Forum for further adjudication. The case was reheard on 26.11.2025 wherein the complainant was represented by Sri Amit Sharma, but the Opposite Party remained absent with a request for time petition to conduct the field enquiry. The case adjourned to another date on 06.12.2025 wherein the complainant was represented by Sri Amit Sharma and Sri Ashis Kumar Mohanty, the Opposite Party appeared for hearing.

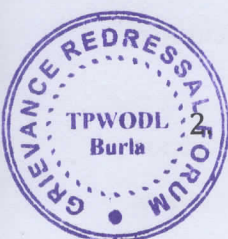
The Opposite party submitted a copy of the billing records annexed in the name of Sri Prasant Mittal, but failed to submit the field enquiry report as directed by the Forum to ascertain the authenticity of the claim made by the Opposite Party along with necessary official documents/trace of records to substantiate & prove that such arrear amount really stands against the same premises in question. On enquiry to the case matter, the Opposite Party made oral submission that there has been a thatched house & a debilitated Pakka house at backyard of the same plot over which the previous line was existing, the arrear of which was accumulated to the tune of Rs. 741733.30/- & the supply has been disconnected since 16-Aug-2021.

SUBMISSION OF OPPOSITE PARTY

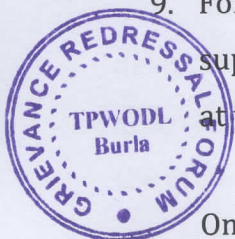
The opposite party submitted billing abstract from Dec-2003 to June-2021, a Physical Verification Report carried out on 02.12.25 (received on 20.12.2025) against consumer no 4117-2302-0339 & written statement in this case. In reply to the case, the Opposite Party submitted the following details which enumerated below that;

1. The power supply (S/c No. 4117-2302-0339) was provided on dtd. 22.07.2002 to the premises in the name of Mr. Prashant Mital for CD of 0.5KW through meter Sl. No."117314" as seen from the ledger maintained by this office.

The meter Sl. No."1957736" was replaced in place of (Old meter No.117314) during Aug'2005 as seen from the ledger in FG/Samadhan.



3. The above-named consumer has made payment towards the bill time to time with last payment of Rs 500/- on dt. 30.07.2009 as per ledger in FG/Samadhan.
4. The bill revision has already been made for the wrong billings and credit given during Mar'2008 and May'2009 for Rs 39,371.32/- and Rs 36,287.25/- respectively as per record upto the billing month Apr'2009.
5. There was reading of "13887" KWH during Sep'2009 in the meter Sl. No."1957736" but billed in average basis instead of Actual basis which needs to be revised by spread over in between May'2009 to Sep'2009.
6. From Oct'2009 to Sep'2017 average bills were served to the consumer and there after no billing has been served from Oct'2017 onwards and accordingly declared PLD.
7. The billing so raised from Oct'2009 to Sep'2017 to be treated as incorrect/fictitious as because from Oct'2009 to onward periods the power supply was in L/D position (disconnected due to non-payment of dues) and during the mentioned periods there was no consumption of power supply where it is found from the field verification the meter and metering system had been dismantled. Further, it is found that no payment has been received since 31.07.2009 to till date.
8. As regards documentary evidence it is to inform you that the power supply was provided in the year 2002 and in between the year 2002 to 2025, there were take over process of different discoms by different companies/ under control of OERC etc. During take over process the documents were kept in different ways/ places/stores hence the document of the above consumer is yet to be traceable, and it is to clarify that the power supply was considered with reference to the documentary evidence and regulation meant for the purpose at that time. In no time during 22.07.2002 to till date the above consumer has raised any objection to it and never enquired about NOC being the property in Urban area to be treated as deliberately avoiding the material facts to obtain a favorable order from GRF.
9. For the outstanding dues, the plot is also liable under regulation 17(6) of OERC (condition of supply code), 2019 with applicable of regulation 17(1) where the power supply was provided, at that time in that plot (plot no.531).



OBSERVATION

On questioning about the copy of "No Due Certificate" which ought to have obtained from the licensee/Opposite Party as a prerequisite before applying for new power supply as per regulatory provisions stipulated in Reg.-17 (ii), V(i) of OERC Distribution (Conditions of Supply), Code, 2019, the complainant could not submit the same.

On perusal of records, it was noticed that the land in question has a concrete building constructed over the land, along with affixed sanitary/PH. fittings, an asbestos house & electricity availability, as certified by the Revenue Inspector, Sadar-7, Sambalpur, dated 29.05.2025.

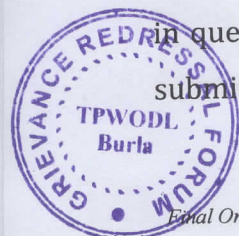
[Signature]
President
20/12/25

The Physical Verification Report dtd.02.12.2025 (received on 20.12.2025), as submitted by the Opposite Party depicted that an old house existed in the same plot but no meter & power supply is presently available. However, the Opposite Party admitted that no trace of sufficient records was found in relation to previous power supply extended on 22.07.2002, in the name of Mr. Prasant Ku. Mittal but, urged for an undertaking to be submitted by the complainant against consumer No"411723020339", in case any relevant documents are found in future to claim/recover the arrear dues. The Opposite Party also contended that in no time during the date of previous power supply i.e. dtd.22.07.2002 till date, the complainant or the previous owner had raised any objections to such arrear amount & never enquired about NOC, being the property in Sambalpur urban area, thereby deliberately avoiding the material facts to slide the case to her favor.

The Forum observed from billing records that last payment made against consumer No"411723020339" was effected in billing on 30.07.2009. Provisional/average bills were charged from July/Aug-2009 to Sept.-2017 @1168/973 units per month. Thereafter, "Zero" units were charged from Oct-2017 to July-2021 billing, the billing status being "permanently disconnected". Then, no bills were raised since Aug-2021 onwards. The final arrear outstanding stood at Rs.7,41,733.30/-. The Opposite Party remained silent on the aspect of what action taken in earlier occasions to recover the arrear dues mentioned supra & failed to furnish any copy of notices issued previously to the erstwhile owner / occupier of the land in question.

Hence, in the present scenario, the question of arrear electricity dues against the same premises do not hold good & in the absence of requisite documents to prove the efficacy of claim as made by the Opposite Party, the benefit of doubt is extended to the Complainant, as she cannot be deprived of availing new supply for long, owing to mental agony & feeling distressed. That, on establishing the claim of previous electricity dues, the Opposite Party would be required to revise/withdraw the illegitimate bills at their end and demand for such genuine balance arrear amount accordingly to the complainant.

That being the case, the Opposite Party is required to extend new supply without further delay, as applied on 07.09.2025 vide application No-"TPW11185646", subject to feasibility of supply and/or, other relevant documents that need to be deposited by the complainant in connection with the application form, if any. That, for the interest of extending fair & reasonable justice to the parties concerned, the Opposite Party is required to ask for an undertaking from the complainant, indemnifying the Licensee/Opposite Party in the event of any loss/damage that might occur in future in connection with electricity and/or, the legitimate proof of records substantiating the claim regarding usage of supply that was utilized previously by the erstwhile owner / occupier of the land in question, to take necessary recourse. The order pronounced on this date is delayed due to late submission of records & statements by parties concerned.



[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

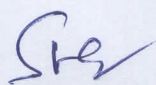
ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

1. The Opposite Party is directed to extend the new power supply to the premises in question immediately, as applied by the complainant through on-line process vide application No. "TPW11185646", subject to feasibility of power supply and/or, submission of relevant documents in connection with application form for power supply, if any required.
2. The Complainant is directed to submit an undertaking before the Opposite Party/Licensee, being the successor-in-law against the land/premises in question, to indemnify the Licensee/Opposite Party in the event of any loss/damage that might occur in future in connection with electricity and/or, the legitimate proof of records substantiating the claim regarding usage of supply that was utilized previously by the erstwhile owner / occupier of the land in question, to take necessary recourse for recovery of past arrear dues.

Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of January-2026) from the date of issue of this order.

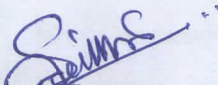


S.K Dora
(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017

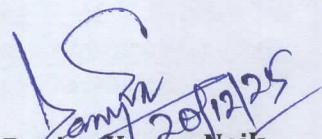


S. Tripathy
Member (Finance)

Member

Grievance Redressal Forum

TPWODL, Burla - 768017

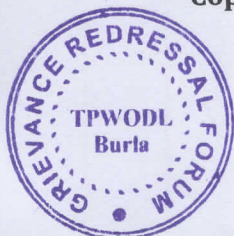


Ranjan Kumar Naik
(President)

President

Grievance Redressal Forum

TPWODL, Burla - 768017



Copy to:

1. Sangita Sharma, W/O-Ashish Ku Sharma, At-Flat No-310, Swarna Tower, Po-Baraipali, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Ainthapali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/462/2025)