

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)**

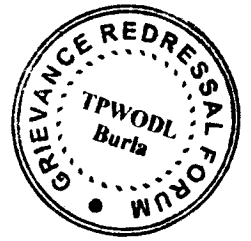
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 255(4)

Date: 29.05.26

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

1	Case No.	BRL/204/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Swagat Panda At-Plot No 397, Govindtola, Infront of Shyam Sweet, Po-Dhanupali, Dist-Sambalpur-768005		NSC	8917341485 8018257575																																
3	Respondent/s	S.D.O (Elect), Dhanupali			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	19.03.2026																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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	04.04.2026/20.04.2026 (Cancelled)/29.04.2026																																			
9	Date of Order	29.05.26																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: GRF Office, Burla



Appeared

For the Complainant- Swagat Panda

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

GRF Case No- BRL/204/2026

Swagat Panda

At-Plot No 397, Govindtola, Infront of Shyam Sweet,

Po-Dhanupali,

Dist-Sambalpur

Consumer No-4164-3304-0497

VRS

SDO(Electrical), Dhanupali, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The petition filed by Sri Swagat Panda, At-Dhanupali Mouza, Govindtola, Sambalpur, put forth the following details mentioned hereunder that,

1. The complainant had applied for a new single phase domestic connection for his newly purchased premises at plot No-397, Khata No-615/173, purchased through Sale Deed executed on 23.12.2024, (from Sri Jay Krishna Maharana, the previous owner) and applied for new domestic connection vide application No-"TPW11266784", dtd.12.12.2025, with load of 2KW. Subsequently, the Opposite Party issued a notice dtd.29.01.2026, requested the copmlainant to comply the dues pending requirements & submit the necessary documents within 15 days of issue of the letter through official modes.
2. The complainant came to know that there has been an outstanding electricity arrear approximately Rs.2,00,000/- stands in the name of Sri Braja Bihari Das, bearing consumer No-"4162-3215-0256" upto Feb-2023 billing.
3. That, the complainant denied having any connection & does not know Sri Braja Bihari Das and affirmed that the house property was purchased from Sri Jay Krushna Maharana who had earlier purchased it from Sri Hari Mitra in the year 1998. There were no pending electricity dues against either of the previous owners & therefore, vehemently denied having any onus & not responsible for such unrighteous/deceptive claims.
4. That land/plot in question was handed over to Sri Jay Krushna Maharana, freed from the municipality ward office previously situated over the land, as per order of the District Collectorate, Sambalpur, upon physical enquiry & submission of report by the Tahsildar, Sambalpur. The Commissioner, SMC, Sambalpur accepted the fact that the ward office was situated on the said land.

President

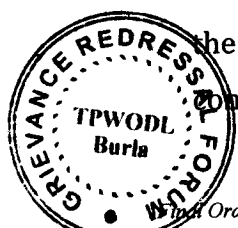
**Grievance Redressal Forum
TPWODL, Burla - 768017**

5. The non-release of new supply being held up citing reasons of above points by the Opposite Party, the aggrieved complainant has sustained mental harassment/sufferings, affecting social prestige, dignity & basic amenities violating the fundamental & consumer rights.
6. Hence, the complainant requested before the Forum to issue necessary directions to Opposite Party to extend new supply as already applied for & desist any action to disconnect the existing power supply.

In this context, the complainant submitted the copies of application for new power supply, a copy of letter addressed to the complainant for compliance of necessary requirements for power supply, the letter of SMC, Sambalpur vide letter no-"8553" dtd.25.09.2024 to the Tahsildar Sadar, Sambalpur, regarding no objection to handing over of land to Sri Jay Krushna Maharana, the letter of Collectorate, Sambalpur, vid letter No-"6064" dtd.27.03.2024, addressed to the Commissioner, SMC, Sambalpur & the copies of Khaitan sheet, the copies of Sale Deed etc.

The case being admitted notice was issued to appear before the Forum on 06.04.2026, wherein the complainant was present for hearing & the Opposite Party represented by Sri Akash Mistry appeared on the day. On detail deliberation to the case the complainant reiterated that no power supply has been extended to his premises as applied earlier till date. The Opposite Party, on the other side held that due to pending arrear electricity dues that stands against the same premises, no new connection has not been released till date. The Opposite Party further argued that one Sri Braja Bihari Das was previously allotted the electrical connection over the said plot but, the complainant denied & held that Sri Braja Bihari Das is a stranger & has no connection to the said land. The complainant further argued that he has purchased the property from Sri Jay Krushna Maharana.

The case was postponed to another date on 20.04.26 with directions to the Opposite Party to submit relevant documents/proof of records to substantiate their claim in support of their views to the case. Requests for time petition was allowed based on the request made by the Opposite Party. The case was reheard on 29.04.26 wherein the complainant & the Opposite Party namely Sri Kailash Bal (SDO (Elect) Dhanupali) & Sri Akash Mistry, OAG-II, Dhanupali, appeared for hearing. The Opposite Party was again asked to submit the necessary relevant documents (except the ledger abstract in the name of Sri Braja Kishora Das) to suffice their arguments. The Opposite Party failed to submit any details & documentary evidence to justify their claims made, even after giving sufficient reasonable time/opportunity to furnish. The Forum inferred that the Opposite Party has nothing to submit & say in support of their views to the case. The case is decided based on merit, available records, extending benefit of doubt to the complainant.



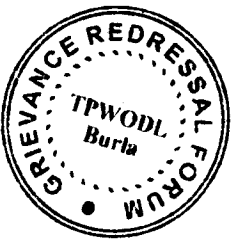
SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger abstract only in connection with arrear dues against Sri Braja Bihari Das.

OBSERVATION

The case pertains to non-extension of new power supply for domestic purposes as applied for by the complainant. The Forum on detail deliberation to the case observed the following facts, that;

1. The complainant Sri Swagat Panda has applied for a new domestic connection dtd. 12.12.2025 against plot no-397, settlement khata no-615/173, situated at Mouza Sambalpur town unit no-2, Dhanupali, PS-Sambalpur No-37, Tahsil-Sambalpur No-213, Dist.-Sambalpur, as per land records submitted.
2. That, new power supply has not been extended to the above applicant citing reasons that (orally submitted) the one Sri Braja Bihari Das was previously allotted the connection over the same land/plot in question having electricity dues of Rs.2,23,568.99/- upto Jan-2023 billing.
3. The complainant argued that Sri Braja Bihari Das is a stranger & not known to him anyway. The complainant affirmed with records that he has purchased the same plot from Sri Jay Krishna Maharana who had earlier purchased it from Sri Hari Mitra in the year 1998. The records further indicated that the same plot/land was previously occupied by Municipality Ward Office which ultimately handed over to previous owner Sri Jaya Krishna Maharana as per office order of District Collectorate, Sambalpur.
4. That, the Opposite Party could not establish the link/trace of Sri Braja Bihari Das over the same plot in connection with arrear electricity dues. The Opposite Party failed to submit the relevant documentary evidence to substantiate their claims to the case, even after giving sufficient reasonable time to furnish & hence, lost their ground to hold the application for new power supply to the premises as applied for.



The Forum on scrutinizing the records, reports available on record construed that holding the complainant's application for new power supply (as applied through Unique Permanent Application No (UPAN)- "TPW11266784") by the Opposite Party does not stand any point without validating the reason with proof of records substantiating the reasons behind & proper intimation to that effect to the complainant as well. Hence, the complainant is required to submit other relevant further documents as required, if any, in connection with new application as asked for by the Opposite Party, except the arrear electricity dues stands against the premises in question, to enable the Opposite Party to extend/release the new domestic power supply as already applied for.

President
Grievance Redressal Forum
TPWODL, Burla
26/01/2026

Further, the Opposite Party is required to initiate necessary steps to release new power supply to the complainant's premises upon receiving the details from the complainant as required, if any, warding off the pending arrear dues as marked in the instant order. The order pronounced on this date is delayed due to late submission of data's/records from both the parties concerned.

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

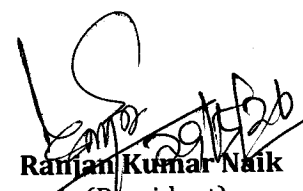
1. *The Opposite Party is directed to extend the new power supply to the premises in question immediately, as applied by the complainant through on-line process vide application No. "TPW11266784", subject to feasibility of supply and/or, submission of further relevant documents in connection with application form for power supply, as required, if any, except the previous arrear electricity dues that stands against the premises.*
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/O.P. 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. The complainant is directed to carry out/comply the directions given above to enable the Opposite Party to extend new power supply accordingly.*
3. *The Opposite Party is advised to extend necessary support/guidance in completing the process for extending new supply to the complainant.*

In terms of the above, the petition is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of June-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. Swagat Panda, At-Plot No 397, Govindtola, Infront of Shyam Sweet, Po-Dhanupali, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Dhanupali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, 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:Bhoinagar, 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/204/2026)

