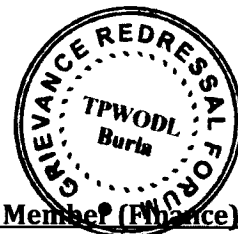


**Grievance Redressal Forum
TPWODL, BURLA**

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/BNED/ (Final Order)/ 25614

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/252/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bilasini Sahu At-Sukhadihi, Po-Machida, Ps-Rengali, Dist-Jharsuguda-768226		NSC	8260251720
3	Respondent/s	S.D.O (Elect), Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	24.04.2026			
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	14.05.2026			
9	Date of Order	29.05.26			
10	Order in favour of	Complainant		Respondent	Others
					✓
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Rengali

Appeared

For the Complainant- Bilasini Sahu

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

GRF Case No- BRL/252/2026

Bilasini Sahu
At-Sukhadihi, Po-Machida, Ps-Rengali,
Dist-Jharsuguda
Consumer No-NSC

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Bilasini Sahu appeared in the hearing on Dt. 14.05.2026 at the camp held at SDO Office, Rengali. The complainant submitted during course of hearing in brief as follows:

1. The complainant had applied for a new domestic connection for her newly constructed house vide application No-"TPWE10828308", dtd.30.07.24. But the Opposite Party did not approve the application on the ground that electricity arrear is pending in the name of another consumer who previously had a connection in the same premises.
2. The complainant affirmed that the previous consumer is a distant relative with whom the complainant's family has no present relationship but, has agreed to submit an indemnity bond or any undertaking if any as required by the Opposite Party.
3. Hence, the complainant requested before the Forum to issue necessary directions to Opposite Party to extend new supply as already applied for.

In this context, the complainant submitted the copies of indemnity bond, copies of application for new power supply & the copies of khatian sheet.

Previous Complain. if any: Not Available

The case being admitted notice was issued to appear before the Forum on 14.05.2026, wherein both the parties remained absent.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party in reply to the case submitted that, new connection in the name of Smt. Bilasini Sahu has been released on 29.04.2026 having new meter No-"TWSU51090408" installed at the premises & hence, urged before the Forum to treat the case as complied and closed.



[Signature]
President

Grievance Redressal Forum
TPWODL, Burla - 768017

OBSERVATION

The case pertains to non-extension of new power supply for domestic purposes as applied by the complainant. Now, that the complaint is resolved with release of new domestic supply extended to the premises on 29.04.2026, having consumer No-417213094588, as confirmed by the complainant through email dtd.09.05.2026, the instant petition stands dismissed.

The case is hereby disposed of accordingly.

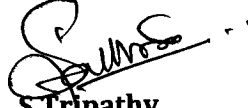


S.K Dora

(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. Bilasini Sahu, At-Sukhadihi, Po-Machida, Ps-Rengali, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar.
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/252/2026)

