



**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/SEED/ (Final Order)/ 289(4)

Date: 30.06.26

Present:

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

1	Case No.	BRL/254/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Namo Narayan Sah C/o-Laxman Sah At-Kadam Gali,Dalaipara Po-Head Post Office, Ps-Townthana Dist-Sambalpur-768001		NSC	9937723193																																
3	Respondent/s	S.D.O (Elect), Bhutapada			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	27.04.2026																																			
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			
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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																					
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8	Date(s) of Hearing	06.05.2026/04.06.2026																																			
9	Date of Order	30.06.26																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			



Place of Camp: GRF Office, Burla, TPWODL,

Appeared

For the Complainant- Namo Narayan Sah

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

GRF Case No- BRL/254/2026

Namo Narayan Sah
C/o-Laxman Sah
At-Kadam Gali, Dalaipara
Po-Head Post Office,
Ps-Townthana
Dist-Sambalpur-768001

VRS

SDO(Electrical), Bhutapada, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The complaint petition filed by Sri Namo Narayan Sah, regarding non release of new domestic power supply, already applied through unique application No (UPAN)-TPW11345757(LT-Domestic), dated 11.03.2026, against the premises in question having plot No-2549, Khatian No-1088/773, at Unit No-6(Golbazar), Sambalpur. The complainant raised objections to following details that are outlined below, that;

1. Albeit, all necessary payments have been made towards the new domestic connection already applied against the premises stated above, no new supply has been released till date.
2. That, new power supply to the premises have not been extended till date, citing reasons of pending arrear dues of Rs.3,97,409.45/- that stands against one Sri Laxman Sahu, assuming that this fellow is my father. The complainant affirmed that Sri Laxman Sah is his father residing with him at Kadamgali, Daliapada, Sambalpur.
3. The complainant vehemently denied having any relationship with Sri Laxman Sahu against whom such arrear dues are pending. That, the Opposite Party has misconstrued this fact with false demand of above dues to the complainant.

In this context, the complainant submitted a copy of letter addressed to SDO(Elect.), Dhanupali, regarding release of new electrical connection as applied, a copy of khatian sheet in the name of Sri Namo Narayan Sah, copy of Adhaar Card(No-9243 3749 3007) in the name of his father Sri Laxman Sahu, copy of voter card of Sri Laxman Sahu(son of Madan Sahu), copy of Adhaar card(No-3933 5569 6479) in the name of Namo Narayan Sah(the complainant) & the copies of application form for new power supply along with payment receipt. The complainant requested before the Forum to direct the Opposite Party to release new power supply already applied for.

The case being registered on 27.04.2026, both the parties were asked to remain present on 06.05.2026 at the O/o SDO(Elct.), Bhutapada, Sambalpur, wherein the complainant was represented by Sri Pramod Ku. Bharasagar & the Opposite Party namely Sri Amiya Shankar Dey, SDO(Elect.), Bhutapada appeared before the Forum. The case was discussed at length.

The complainant reiterated and averred that no new supply has been extended to his premises as of now even though all the necessary payments were made. On the other hand, the Opposite Party submitted that new supply could not be released due to pendency of old arrear dues that stands against his father's name Sri Laxman Sahu having another electrical connection. The case was adjourned to 28.05.26 but, could not be heard being a local govt. holiday declared.

The case was re-heard on 04.06.2026 wherein both the parties remained present before the Forum. During the course of hearing, the complainant Contended that holding of his application due to the pending arear dues attached in the name of Sri Laxman Sahu alike his father's name as Sri Laxman Sah is unjustified & illegitimate having no relationship whatsoever may be. The complainant asserted that Sri Laxman Sah is his actual father residing with him & another person in the name of Sri Laxman Sahu is no way related to him & hence attaching his electrical dues to him to pay before releasing of new supply is not tenable.

The Opposite Party filed their written statement clarified that on detailed verification it was made clear that Sri Laxman Sahu bearing electrical consumer No.-416232030171 having arrear dues of Rs.3,97,409.45/- residing at Bhatra, bearing Adhaar No.- "2026-2970-8483" is a different person than Sri Laxman Sahu, the father of Sri Namo Narayan Sah (the applicant/complainant) bearing separate Adhaar No.- "9243-3749-3007". Hence, the Opposite Party urged before the forum to issue necessary order to release new supply as deemed fit.

Previous Complain. if any: Not Available



SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted written version on 09.06.2026 in this case. In reply to the case the opposite party submitted the following facts.

4. As per documents submitted Sri Sah has applied a New Service Connection at Golebazar Section vide UPAN No.TPW11345757 as on dtd.11.03.2026.
5. As per office records he submitted his land ownership document, passport size photo and his Aadhar card.
6. During verification New Service Connection Team found that there is another connection in the name of Sri Laxman Sahu bearing SC no.4162-3203-0171 at Bhatra under ESO & SDO, Dhanupali having an arrear of Rs 3,97,531.60/-

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

7. Due to arrear New Service Connection Team has hold the new service connection application.
8. Sri Sah has submitted an application as on dtd.22.05.2026 along with necessary documents regarding release of new service connection.
9. As per consumer application where he stated that "your authority has been observed that there is Rs 3,97,409.45/- is outstanding against one i.e Laxman Sahu and the authority assumed that the fellow is my father which is totally wrong concept of your office staff and there is no any relationship with Laxman Sahu with me and Laxman Sahu is my father and he is residing with me at my mentioned address i.e Kadamgali, Dalaipada, PS:Town, District: Sambalpur.
10. After receiving the application from the consumer on dtd.01.06.2026 with SDO,Dhanupali & Officer-RCM,Dhanupali the premises of Laxman Sahu bearing SC no-4162-3203-0171 at Bhatra was verified.
11. As per Aadhar card of Laxman Sahu (SC no.4162-3203-0171) having Aadhar No.2026-2970-8483 and Laxman Sahu having Aadhar No.9243-3749-3007 are different person.
12. As per records available with us (Billing file for the month of Apr'2026), there is no electrical connection in the name of Sri Namo Narayan Sah and Laxman Sah.

Conclusion:-

After verification of Sri Laxman Sahu (SC No.4162-3203-0171) premises at Bhatra our office found that Sri Laxman Sahu father of Sri Namo Narayan Sah (Applicant) and Laxman Sahu (SC No.4162-3203-0171) who resides at Bhatra are two different persons.

OBSERVATION

The Forum on detail deliberation to the case, pointed out the following details that are envisaged underneath, that;

1. The complainant has applied for a new domestic connection with 1Kw load vide unique No (UPAN)- "TPW11345757" on dated 11.03.2026, against his property situated at plot No- 2549, Khatian No-1088/773, at Unit No-6(Golbazar) Sansadak Road, Bhiri Gali, Sambalpur.
2. During the course of processing of application, the Opposite Party pointed out that one single phase domestic connection in the name of Sri Laxman Sahu, (assuming the person as the father of applicant) was having outstanding dues of Rs.3,97,531.60/- bearing consumer No- 416232030171, situated at another location at Bhatra. Due to pendency of such dues, the release of new power supply has been on "hold" position till date.
3. The complainant on knowing this fact vehemently denied having any such relationship with Sri Laxman Sahu & asserted that Sri Laxman Sah is his father residing with him.

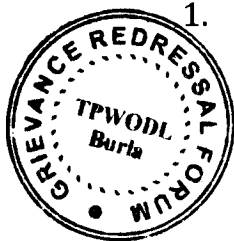
4. The Forum scrutinized the records/credentials submitted by the complainant & found that Sri Namo Narayan Sah (the applicant/complainant) is printed on all records submitted but with an exception that his father's name is written as Sri Laxman Sahu. The Forum inferred that this confusion in his father's name has created unnecessary hassle.
5. The complainant was asked to submit an undertaking clarifying his name & his father's name, to be duly executed through the Executive Magistrate. On submission of such report by the complainant, it was made clear that Sri Laxman Sahu is a different person than Sri Laxman Sah (Adhaar No.- "9243-3749-3007"), the father of Sri Namo Narayan Sah (the applicant/complainant).
6. On enquiry, the Opposite Party also clarified that Sri Laxman Sahu bearing electrical consumer No.-416232030171, having arrear dues of Rs.3,97,409.45/- residing at Bhatra, bearing Adhaar No.- "2026-2970-8483" is a different person than Sri Laxman Sah, the father of Sri Namo Narayan Sah (the applicant/complainant) bearing separate Adhaar No.- "9243-3749-3007".

The Forum on examining the case in detail construed that there is no rationale in attaching the arrear dues of other person Sri Laxman Sahu with separate Adhaar No, which is different from Sri Laxman Sah, the father of applicant Sri Namo Narayan Sah. Setting aside this perplexity, there has been no other anomalies observed/noted during the application process from either of the parties concerned. However, on knowing this fact at their end, the Opposite Party could have taken necessary steps to release the supply at the earliest, since more than 3 months have been elapsed from the date of initial application for power supply. This affects the efficacy of customer satisfaction, overall productivity of operations of the licensee. The Forum condemns such delayed action and urges to effect proactive measures to avoid such incidences in future, combat the hindrances occurred & enhance the commitment to the responsibilities that the licensee has to carry out. Ergo, the Opposite Party, is required to initiate effective steps to release new supply observing departmental formalities without further delay to redress the grievances accordingly.

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 release new domestic power supply to the complainant immediately, as applied through UPAN- "TPW11345757", duly observing regulatory provisions framed.*

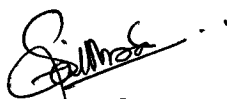


Accordingly, the case is disposed of.

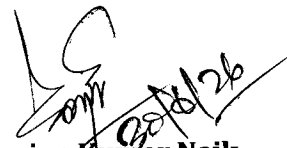
The opposite party is directed to submit the compliance report to this Forum within one month (by the end of July-2026) from the date of issue of this order.



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)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Namo Narayan, C/o-Laxman Sah, At-Kadam Gali, Dalaipara, Po-Head Post Office, Ps-Townthana, Dist-Sambalpur-768001
2. Sub-Divisional Officer (Elect.) Bhutapada, 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/254/2026)

