



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: A.K.Satapathy, President and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/SED/ (Final Order)/ 280 (4)

Date: 30/06/2025

Present:

Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/241/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Jaishankar Singh Near Tanki Pada, Hirakud Dist-Sambalpur	4118-3411-0222	7750871991	
3	Respondent/s	SDO (Elect), Hirakud		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	17.06.2025			
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	17.06.2025			
9	Date of Order	30/06/2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			


President

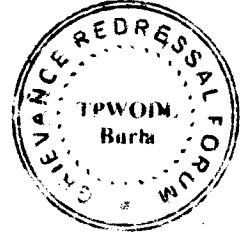
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Hirakud

Appeared

For the Complainant- Jaishankar Singh

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



GRF Case No- BRL/241/2025

Jaishankar Singh

Near Tanki Pada, Hirakud

Dist-Sambalpur

Consumer No-4118-3411-0222

VRS

SDO(Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Jaishankar Singh appeared in the hearing on Dt. 17.06.2025 at the camp held at SDO Office, Hirakud. The Complainant filed the petition objected that no new service connection was released that was applied in the name of his son Sri Prakash Singh, on the ground of existing electricity arrear pending against the complainant. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the disputes and extend new power supply accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party not submitted any relevant documents in this case.

OBSERVATION

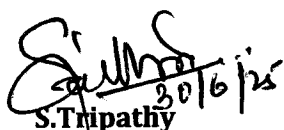
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4118-3411-0222, having CD-1KW under LT-Domestic category, coming under ESO-Hirakud & initial power supply effected on 27.07.2013. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the billing records that provisional bills that were charged intermittently upto December-2022 billing, were properly adjusted in subsequent billing months as per advanced consumption recorded in the existing meter No"8158268", that has been available in the premises since the date of initial power supply.
2. That, the current arrear outstanding as of May-2025 stood at Rs. 112594.89/-.
3. That, regulation 17(i) of OERC Distribution(Condition of Supply)Code,2019 clearly envisaged that if the applicant in respect of an earlier agreement executed in his/her name or in the name of his spouse, son, daughter, parents, is in arrears of electricity dues or other dues for the same premises or his/her other premises situated in the same DISCOM or any other DISCOM in the State, the application for supply shall not be allowed by the engineer until the arrears are settled and paid in full.

4. That, any application for new service connection shall be accompanied by an undertaking through affidavit that, the applicant has no outstanding dues payable to the present distribution licensee/supplier or any other distribution licensee/supplier within the state of Odisha as specified in Form 1 & 2 of the application form for new power supply.
5. That, there is no further scope of revision of earlier bills charged against the existing domestic connection.
6. The Forum on scrutinizing the records, reports available on record, construed that since the electricity arrear is still pending against the existing connection of the complainant, the application for new power supply in the name of his son cannot be entertained until the arrears are settled and paid in full.

Hence, the instant case is hereby dismissed, devoid of any merit.

Accordingly, the case is disposed of.


S. Tripathy
Member (Finance)


A.K. Satapathy
President

Copy to: **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Jaishankar Singh, Near Tanki Pada, Hirakud, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Hirakud, 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: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/241/2025)