

**Grievance Redressal Forum  
TPWODL, BURLA**

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

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satopathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/SED/ (Final Order)/ 1694 (4)

Date: 27/04/24

**Present:**

Sri A.K. Satopathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/319/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Tarun Ash Modipada, Near U.P School Sambalpur-768002	NSC	9338741400	
3	Respondent/s	S.D.O (E),Ainthapali		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	08.04.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	X
		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	√	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	08.04.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office RE Ainthapali, TPWODL



**Appeared**

**For the Complainant-** Tarun Ash

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

**GRF Case No- BRL/319/2024**

Tarun Ash  
Modipada, Near U.P School  
Sambalpur

**COMPLAINANT**

**VRS**

SDO (Electrical),Ainthapali, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Tarun Ash, At-ModiPada, Near U.P.School Sambalpur,(under Hospital Road Section), pin code-768002, Mobile Number- 9338741400, 7008419951 has appeared before this forum on date 8th of April 2024 at the GRF camp held in the office of ESO,RE, AinthaPali, Sambalpur and submitted a written complaint where he has stated that- “ I have applied for new power supply but TPWODL has rejected it. I do not know the reason. My application number for the new power supply is TPW0698747. There was some arrear outstanding in our house and the connection was in the name of my mother who has recently passed away and we are 4 sons of my mother. We have cleared all the arrears outstanding in the name of my mother. The authorities have asked for legal heir certificate for the premises for which the power supply has been asked, but I pray before you that the legal heir certificate is taking much time and hence I pray you to allow me to submit a legal affidavit signed by all my brothers as a no objection certificate, if the power supply is given to me in this premise, as I am one of the legal hair and all outstanding have been cleared. I will also submit the proof of application for the legal heir certificate before the authorities along with the affidavit. Hence, I request you to allow me to avail the new power supply.”

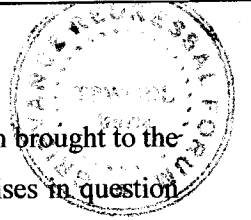
**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents in response to the complaint of the complainant. The SDO, Ainthapali, TPWODL submitted that the application number TPW0698747 has been rejected on the ground that legal heir certificate has not been submitted along with the application. He also admitted that all the arrears outstanding have been paid by the complainant.

**OBSERVATION**

After hearing to both the parties this forum has observed that the arrear outstanding has been cleared by the complainant and he has applied for the new power supply. He has not submitted the legal hair certificate yet, but he responded that he will apply for the same soon & also, he is ready to submit an affidavit signed by all the legal heirs of the property.

## ORDER



In the matter of the application for a new power supply filed by Mr. Tarun Ash, it has been brought to the attention of the Grievance Redressal Forum (GRF), Burla that all outstanding dues for the premises in question have been cleared. It is noted that Tarun Ash, being one of the legal heirs of the deceased owner, has provided an affidavit affirming his status as the legal heir. Considering the circumstances and in adherence to the rules governing such matters, the Grievance Redressal Forum hereby directs the concerned authorities to process Mr. Tarun Ash's application for a new power supply without further delay. The affidavit provided by Mr. Tarun Ash serves as sufficient proof of his status as the legal heir in the absence of a legal heir certificate. Given that all outstanding dues have been settled, it is only just and fair that Mr. Tarun Ash be granted the requested power supply without undue hindrance. Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.

Accordingly, the case is disposed of.

**(B. Mahapatra)**  
(Co-Opted Member)  
**Co-opted Member**

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

Copy to:

**(A.P. Sahu)**  
Member (Finance)  
**Member**

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

**A.K. Satapathy**  
(President)  
**President**

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

1. Tarun Ash, Modipada, Near U.P School, Dist- Sambalpur-768025
2. Sub-Divisional Officer (Elect.), Ainthapali, TPWODL, Sambalpur 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 either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, 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 Forums."

This Order can be accessed on OERC website, [www.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF". )