



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Sambit Kumar Nanda (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

28⁵⁹

Dated, the

20/01/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/01/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Jayanta Prakash Naik, At-Jagannathpada, Po/Dist-Bolangir		911124100191	8908378384																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.01.2026																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) – Raising of Physical bill</td></tr></table>				1. Agreement/Termination	2. Billing Disputes	✓	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipments		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) – Raising of Physical bill		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others																		
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8	Date(s) of Hearing	06.01.2026																											
9	Date of Order	20.01.2026																											
10	Order in favour of	Complainant	Respondent	✓	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Bolangir Town



Appeared:

For the Complainant
For the Respondent

–Sri Jayanta Prakash Naik
–Sri Swadhin Sahu, OAG-II (Representative)

Complaint Case No. BGR/01/2026

Sri Jayanta Prakash Naik,
At-Jagannathpada,
Po/Dist-Bolangir
Con. No. 911124100191

-

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

-

OPPOSITE PARTY

ORDER
(Dt.20.01.2026)

During Camp Court hearing at Sec-IV, Balangir on 06th Jan. 2026, the consumer Shri Jayanta Prakash Naik was present & Shri Swadhin Sahu, OAG-II, Balangir-I Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Jayanta Prakash Naik who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that he is not getting the physical bill since last six months. The complainant needs suitable action for physical distribution of energy bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 06.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

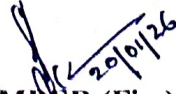
The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The complainant represented for physical bill which he is not getting since last six months.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since May-2004. The billing dispute raised by the complainant for non-receipt of physical bill, it is observed that the consumer has opted for e-bill earlier due to which he is not getting the physical bill and also he is getting additional financial benefit of ₹ 10/- p.m. against monthly bill. If the consumer is not interested for this e-bill facility, the e-bill option is to be de-activated and the consumer will get monthly physical bill.

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.


CO-OPTED MEMBER


MEMBER (Fin.)
Page 2 of 3


PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 04th May 2004. As complained by the complainant and submission of OP, it is observed by the Forum that, regarding distribution of monthly physical bill and in response to the version of OP, the Forum observed that earlier the consumer has opted for e-bill for which the consumer is getting a benefit of ₹ 10/- p.m. in the energy bill. It is the option of the consumer whether he is interested for e-bill and will get the extra financial benefit of ₹ 10/- p.m. in the monthly bill or not. During the course of hearing, the complainant represented for physical bill and the OP has activated the option of monthly physical bill. The Forum appreciated the immediate response of OP for quick redressal of consumer grievances.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has activated the monthly physical bill and ensured before the Forum that from next month onwards, the consumer will get monthly physical bill. As the complaint of the complainant has been redressed by OP, the petition of the complainant is hereby dropped.

Case is disposed off accordingly.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Jayanta Prakash Naik, At-Jagannathpada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."