



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 28

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																								
		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 border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> <td style="width: 5%;">✓</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 &amp; 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 &amp; GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; 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	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																								
				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

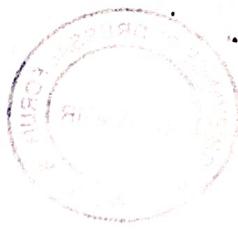
Place of Hearing: Camp Court at Bolangir Town



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 06<sup>th</sup> 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.)  
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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 04<sup>th</sup> 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."**