



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/ 37⁵

Dated, the 27/01/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/02/2026		
2	Complainant/s	Name & Address Sri Narayan Sahu, At-Rameswar Nagar, Po/Dist-Bolangir	Consumer No 911124140914	Contact No. 7008544930
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-	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) –		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157 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	27.01.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

27/01/26
MEMBER (Fin.)

27/01/26
PRESIDENT

Place of Hearing: Camp Court at Bolangir Town

Appeared:

For the Complainant -Sri Narayan Sahu
For the Respondent -Sri Swadhin Sahu, OAG-II (Representative)

Complaint Case No. BGR/02/2026

Sri Narayan Sahu,
At-Rameswar Nagar,
Po/Dist-Bolangir
Con. No. 911124140914

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.27.01.2026)

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

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Narayan Sahu who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that power supply to his premises was under disconnection since Oct-2024 but energy bills have been raised regularly and appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

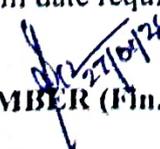
PROCEEDING OF HEARING DATED : 06.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The complainant represented that power supply to his domestic premises is under disconnection since Oct-2024. For that, he has deposited ₹ 177/- on 19th Oct. 2024 vide MR no. 44741019102403030002 but the OP is raising monthly bill regularly. For that fictitious bills, the arrear outstanding has been accumulated to ₹ 3,509.15p upto Dec-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

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-Dom. consumer availing power supply since Nov-2023. The billing dispute raised by the complainant for the billing done during power supply disconnection period i.e. from Oct-2024 to till date requires field verification for which seven days time may be allowed.


MEMBER (Fin.)


PRESIDENT



Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. As per record, the consumer has availed power supply since 19th Nov. 2023 and total outstanding upto Dec.-2025 is ₹ 3,509.15p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that power supply to his domestic premises is under disconnection since Oct-2024. For the disconnection, he has deposited required fees of ₹ 177/- on 19th Oct. 2024 vide MR no. 44741019102403030002. But even after disconnection of power supply, the OP is raising bills regularly due to which the arrear outstanding has been accumulated to ₹ 3,509.15p upto Dec.-2025. Against that, the OP has asked seven day time to verify the matter and will make field inspection. The OP inspected the premises on 08th Jan. 2026 and submitted the report before the Forum on 09th Jan. 2026 and certified that power supply to the consumer is under disconnection since 18th Oct. 2024. The inspection report dated 08th Jan. 2026 submitted by SDO-I, Balangir has been taken into record.

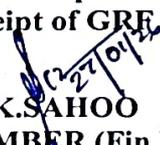
From the above, it is clearly evident that power supply to the consumer premises was under disconnection since 18th Oct. 2024. Hence, the bills raised during no supply period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

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.

1. The energy bills raised to the consumer from 18th Oct. 2024 to till date must be withdrawn as there is no power supply to the consumer premises. Only MMFC and other statutory charges to be levied till the initial period of agreement is over.
2. After completion of initial agreement period, CI-49 of OERC Regulation 2019 is applicable for termination of agreement.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Narayan Sahu, At-Rameswar Nagar, 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 : tpwesternadisha.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."