



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/ 77⁵

Dated, the 02/02/2026

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/11/2026		
2	Complainant/s	Name & Address Sri Sambhu Prasad Barik, For Smt. Ratna Manjari Das, At-Harijanpada, Po-Belpada, Dist-Bolangir	Consumer No 912313010342	Contact No. 9937580940
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.01.2026		
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) <u>155, 157</u> 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	09.01.2026		
9	Date of Order	02.02.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin)
[Signature] 02/02/26

PRESIDENT
[Signature]

Place of Hearing: Camp Court at Kanut

Appeared:

For the Complainant -Sri Sambhu Prasad Barik
For the Respondent -Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/11/2026

Sri Sambhu Prasad Barik,
For Smt. Ratna Manjari Das,
At-Harijanpada, Po-Belpada,
Dist-Bolangir
Con. No. 912313010342

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Patnagarh

OPPOSITE PARTY

ORDER
(Dt.02.02.2026)

During Camp Court hearing at Belpada Section Office on 09th Jan. 2026, the representative of the consumer Shri Sambhu Prasad Barik was present & Shri Smarak Panigrahi, Accountant, Patnagarh Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sambhu Prasad Barik who is a LT-Dom. consumer availing a CD of 1.7 KW. He has disputed that power supply to his premises was under disconnection from Jan.-2019 to Jan.-2023 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 : 09.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The complainant represented that power supply to his domestic premises is under disconnection from Jan.-2019 to Jan.-2023 but the OP has raised fictitious monthly bills regularly. For that fictitious bills, the arrear outstanding has been accumulated to ₹ 8,830.17p 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 Mar.-2005. The billing dispute raised by the complainant for the billing done during power supply disconnection period i.e. from Jan.-2019 to Jan.-2023 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 1.7 KW. As per record, the consumer has availed power supply since 30th Mar. 2005 and total outstanding upto Dec.-2025 is ₹ 8,830.17p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has disputed about the billing done during line disconnection period i.e. from Jan.-2019 to Jan.-2023. But after power supply disconnection, the OP has raised fictitious bills regularly due to which the arrear outstanding has been accumulated to ₹ 8,830.17p upto Dec.-2025. Against that, the OP was asked seven day time to verify the matter and will make field inspection. The OP inspected the premises the premises on 02nd Feb. 2026 and submitted the report before the Forum on the same day and certified that power supply to the consumer was under disconnection from Jan.-2019 to 28th Jan. 2023 and power supply has been resumed after installation of new meter on 29th Jan. 2023 with meter no. TW02062816. The inspection report dated 02nd Feb. 2026 submitted by SDO-Patnagarh has been taken into record.

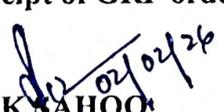
From the above, it is clear evident that power supply to the consumer premises was under disconnection from Jan.-2019 to 28th Jan. 2023. Hence, the bills raised during no supply period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 Jan.-20219 to 28th Jan. 2023 must be withdrawn as there was 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. 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 Sambhu Prasad Barik, At-Harijanpada, Po-Belpada, Dist-Bolangir-767026.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”