



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

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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/ 159<sup>B</sup>

Dated, the 19/03/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/113/2026		
2	Complainant/s	Name & Address Sri Nirananda Sahu, At-Asurla, Po-Kapilabhata, Via-Bangomunda, Dist-Bolangir	Consumer No 912124071294	Contact No. 9777337781
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	11.03.2026		
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	11.03.2026		
9	Date of Order	19.03.2026		
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.)  
19/03/26

PRESIDENT

Place of Hearing: Camp Court at Sindhekela

**Appeared:**

For the Complainant -Sri Nirananda Sahu  
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh



**Complaint Case No. BGR/113/2026**

Sri Nirananda Sahu,  
At-Asurla, Po-Kapilabhata,  
Via-Bangomunda, Dist-Bolangir  
Con. No. 912124071294

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.19.03.2026)**

During Camp Court hearing at Sindhekela Section Office on 11<sup>th</sup> Mar. 2026, the consumer Shri Nirananda Sahu was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Nirananda Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed that power supply to his premises was under disconnection since 17<sup>th</sup> Nov. 2018 after deposit of disconnection fees and reconnected on 27<sup>th</sup> Jan. 2026 after payment of RC fees but the OP has raised monthly energy bill during that disconnection period 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 : 11.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant reiterated the disputes as stated above 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 Sep.-2018. The billing dispute raised by the complainant regarding disconnection & reconnection supported with money receipt is a genuine one.

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

  
MEMBER (Fin.)

  
PRESIDENT

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 11<sup>th</sup> Sep. 2018 and total outstanding upto Jan.-2026 is ₹ 24,978.88p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that as he is not staying in the headquarter, he was deposited necessary disconnection fees of ₹ 150/- on 17<sup>th</sup> Nov. 2018 vide MR no. B4/2561047 and got reconnection on 27<sup>th</sup> Jan. 2026 after deposit of RC fees vide MR no. 447472012501010001. But after power supply disconnection, the OP has raised bills regularly due to which the arrear outstanding has been accumulated. Against that, the OP admitted the facts and submitted that due to oversight, the required DC advice was not sent to billing center for which the billing was going on for the disconnection period.

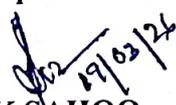
From the above, it is clear evident that power supply to the consumer premises was under disconnection from 17<sup>th</sup> Nov. 2018 to 27<sup>th</sup> Jan. 2026. Hence, the bills raised during no supply period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the 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 17<sup>th</sup> Nov. 2018 to 27<sup>th</sup> Jan. 2026 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 (if any) 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 Nirananda Sahu, At-Asurla, Po-Kapilabhata, Via-Bangomunda, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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](http://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."