



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/ 268⁵

Dated, the 10/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

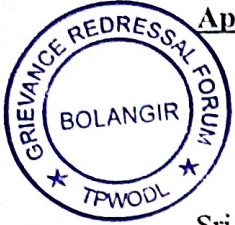
- President
- Member (Finance)

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|----|--|--|---|---------------------------|
| 1 | Case No. | Complaint Case No. BGR/131/2026 | | |
| 2 | Complainant/s | Name & Address Sri Sukru Nag, At-Talpali, Po-Mahimunda, Dist-Bolangir | Consumer No 911225180445 | Contact No. 7894168091 |
| 3 | Respondent/s | Name S.D.O (Elect.), No. II, TPWODL, Bolangir | Division Bolangir Electrical Division, TPWODL, Bolangir | |
| 4 | Date of Application | 13.03.2026 | | |
| 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) <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 | 13.03.2026 | | |
| 9 | Date of Order | 10.04.2026 | | |
| 10 | Order in favour of | Complainant | √ Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |


MEMBER (Fin.)


PRESIDENT

Place of Hearing: Camp Court at Kashabahal



Appeared:

For the Complainant - Sri Sukru Nag
For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/131/2026

Sri Sukru Nag,
At-Talpali, Po-Mahimunda,
Dist-Bolangir
Con. No. 911225180445

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.10.04.2026)

During Camp Court hearing at Kasabahal PSS on 13th Mar. 2026, the consumer Shri Sikru Nag was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Sikru Nag who is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed that power supply to his premises has been given in Jan.-2026 but false energy bills have been generated from Jan.-2019 to Dec-2025 and appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 13.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC Section of Balangir-II Sub-division. The complainant represented that he has been served with false bills from Jan-2019 to Dec-2025 where power supply was not released to his domestic premises. For that false bills, the arrear has been accumulated to ₹ 5,666.38p upto Feb-2026. 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 Jan.-2019. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

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


MEMBER (Fin.)


PRESIDENT

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum. But they have failed to submit the required report within the committed time period for which the Forum reminded the OP through e-mail / WA. Finally, the OP inspected the premises the premises on 06th Apr. 2026 and submitted the report before the Forum on 07th Apr. 2026 and certified that the consumer has not availed power supply from Jan.-2019 to Jan-2026. The report submitted by OP dated 06th Apr. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. As per record, the consumer has availed power supply since 29th Jan. 2019 and total outstanding upto Feb.-2026 is ₹ 5,666.38p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been released on 29th Jan. 2019 but the consumer disputed that power supply to his premises has been released in Feb.-2026. Against that, the OP was asked seven days time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 06th Apr. 2026 and submitted the report before the Forum on 07th Apr. 2026 and certified that power supply to the consumer has been released during Feb.-2026. The inspection report dated 06th Apr. 2026 submitted by OP has been taken into record.

From the above, it is clear evident that power supply to the consumer premises has been released on feb.-2026. Hence, the bills raised prior to Feb.-2026 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 29th Jan. 2019 to Jan.-2026 must be withdrawn as there was no power supply to the consumer premises.
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 Sukru Nag, At-Talpali, Po-Mahimunda, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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:Bhoiugar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."