



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))

Memo No.GRF/BGR/Order/ 277

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/168/2026		
2	Complainant/s	Name & Address Sri Mitrodaya Dandasena, At-Chingerkata, Po-Dunguripali, Dist-Sonepur	Consumer No 915302040252	Contact No. 7077663632
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	24.03.2026		
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) 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	24.03.2026		
9	Date of Order	16.04.2026		
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 Cherupali

Appeared:

For the Complainant -Sri Mitrodaya Dandasena
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/168/2026

Sri Mitrodaya Dandasena,
At-Chingerkata, Po-Dunguripali,
Dist-Sonepur
Con. No. 915302040252

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.16.04.2026)

During Camp Court hearing at Cherupali Section Office on 24th Mar. 2026, the consumer Shri Mitradaya Dandsena was present & Shri Uday Sankar Patjoshi, SDO-Binka was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Mitradaya Dandsena who is a LT-GPS. consumer availing a CD of 2 KW. He was disputed that power supply to his commercial premises was closed from the year 2018 to 2022 due to Civil Suit case. The consumer appealed before the Forum for withdrawal of all 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 : 24.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING


The complainant is a consumer under Cherupali section of Binka Sub-division. The complainant reiterated his dispute as stated above and requested before the Forum for suitable bill revision.

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 Nov.-2001. The billing dispute raised by the complainant for the 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 days time to submit the physical verification report.


MEMBER (Fin.)


PRESIDENT

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

As requested by OP, the Forum allowed seven days time to submit the physical verification report with certification of no power supply period. But the OP failed to submit the required report within scheduled time for which reminder was given through e-mail & WA message to submit the report. Finally, the OP inspected the consumer premises on 09th Apr. 2026 and submitted the report on the same day before the Forum. In the inspection report, the OP has could not got any information about the Civil suit. The report submitted by OP dated 09th Apr. 2022 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 2 KW. As per record, the consumer has availed power supply since 21st Nov. 2001 and total outstanding upto Mar.-2026 is ₹ 1,52,777.34p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that due to some Civil Suit, the premises was totally closed from the year 2018 to 2022. But he could not able to submit any supportive document regarding the Civil Suit and close of his commercial premises. Against that, the Forum directed the OP to make field inspection about the genuiness of the complaint. The OP inspected the premises on 09th Apr. 2026 and found that there is no such evidence found in the commercial premises of the consumer. The inspection report dated 09th Apr. 2026 submitted by the OP has been taken into record.

From the above, it is not established that the consumer has not availed power supply from the year 2018 to 2022.

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 complaint of the complainant has no base. Hence, the petition of the complainant is hereby rejected. The Forum advised the complainant to clear the outstanding energy bill.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to :-

1. Sri Mitrodaya Dandasena, At-Chigerkata, Po-Dunguripali, Dist-Sonepur-767023.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."