

## 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/ 247<sup>5</sup>

Dated, the 31/03/2026

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

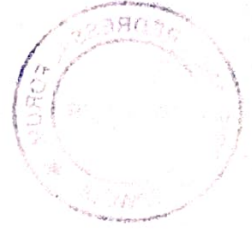
- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/180/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Suratha Kumar Sahu, For Sri I.Meher, At-Ramod, Po-Mahulbahali, Dist-Bolangir		912212010232	9437223738
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	25.03.2026			
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	25.03.2026			
9	Date of Order	31.03.2026			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

31/03/26  
MEMBER (Fin.)

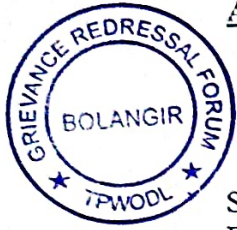
31/03/26  
PRESIDENT

Place of Hearing: Camp Court at Tureikela



**Appeared:**

For the Complainant -Sri Suratha Kumar Sahu  
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji



**Complaint Case No. BGR/180/2026**

Sri Suratha Kumar Sahu,  
For Sri I.Meher,  
At-Ramod, Po-Mahulbahali,  
Dist-Bolangir  
Con. No. 912212010232

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.31.03.2026)**

During Camp Court hearing at Tureikela PSS on 25<sup>th</sup> Mar. 2026, the representative of the consumer Shri Suratha Kumar Sahu was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Suratha 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 from Jan-Feb/2001 to No-Dec/2002 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 : 25.03.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The complainant represented that power supply to his domestic premises was under disconnection from Jan-Feb/2001 to Nov-Dec/2002 but the OP was raised fictitious monthly bills regularly. For that fictitious bills, the arrear outstanding has been accumulated to ₹ 21,998.18p 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 prior to Apr-1999. The billing dispute raised by the complainant for the billing done during power supply disconnection period i.e. from Jan-Feb/2001 to Nov-Dec/2002 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.

### **REMARKS OF FIELD VERIFICATION REPORT OF O.P.**

The OP inspected the consumer premises on 26<sup>th</sup> Mar. 2026 and certified that due to burnt of service cable of the consumer, he was not availed power supply from Feb.-2001 to Dec-2002, thereafter power supply was restored with a new service cable. The report submitted by OP dated 26<sup>th</sup> Mar. 2026 has taken into record.

### **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 prior to Apr-1999 and total outstanding upto Feb.-2026 is ₹ 21,998.18p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer was disputed about the billing done during line disconnection period i.e. from Jan-Feb/2001 to Nov-Dec/2002. But after power supply disconnection, the OP was raised fictitious bills regularly due to which the arrear outstanding has been accumulated to ₹ 21,998.18p upto Feb-2026. 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 26<sup>th</sup> Mar. 2026 and submitted the report before the Forum and certified that power supply to the consumer was under disconnection from Jan-Feb/2001 to Nov-Dec/2002 and power supply has been resumed after replacement of burnt cable. The inspection report dated 26<sup>th</sup> Mar. 2026 submitted by OP has taken into record.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from Jan-Feb/2001 to Nov-Dec/2002. 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-Feb/2001 to Nov-Dec/2002 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.
3. DPS is to be levied as per OERC Regulation.

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.S. HOO  
MEMBER (Fin.)

  
S.K. NANDA  
PRESIDENT

Copy to: -

1. Sri Suratha Kumar Sahu, At-Ramod, Po-Mahulbahali, Dist-Bolangir-767060.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."**