



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))

Memo No.GRF/BGR/Order/ 280⁽⁵⁾

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/196/2026		
2	Complainant/s	Name & Address Sri Santanu Kumar Sahu, At/Po-Tarbha, Dist-Sonepur	Consumer No 915001034203	Contact No. 9658123053
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	10.04.2026		
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	10.04.2026		
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 Dubula



Appeared:

For the Complainant - Sri Santanu Kumar Sahu
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/196/2026

Sri Santanu Kumar Sahu,
At/Po-Tarbha,
Dist-Sonepur
Con. No. 915001034203

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.16.04.2026)

During camp court hearing at Dubula PSS on 10th Apr. 2026, the consumer Shri Santanu Kumar Sahoo was appeared before the Forum & Shri Bibekananda Dikshit, SDO-Sonepur was appeared before the Forum.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Santanu Kumar Sahoo who is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed that power supply to his premises was under disconnection since 21st Jul. 2022 after deposit of disconnection fees but the OP has raised monthly energy bill fictitiously till date 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 : 10.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonapur 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-Irr. consumer availing power supply since Jun.-2020. The billing dispute raised by the complainant regarding disconnection of power supply since Jul-2022 needs field verification for which 7 day time may be allowed.

Considering the above, the Forum allowed 7 days time to make field verification and submission of report before the Forum.

MEMBER (Fin.)

15/04/26

PRESIDENT

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP inspected the consumer premises on the same day and certified that power supply to the lift irrigation point is under disconnection since May-2022. Also, the existing agreement has been terminated since Mar-2025 and the security deposit amount has been adjusted against the arrear outstanding. The report submitted by OP dated 10th Apr. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 27th Jun. 2020 and total outstanding upto Jun.-2025 is ₹ 7,772.66p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his lift irrigation point has been disconnected since Jul-2022 after payment of DC fees of ₹ 708/- vide MR no.B5/2478009, but the OP has raised bills regularly due to which the arrear outstanding has been accumulated. Against that, the OP inspected the premises and certified that power supply to the said point is under disconnection. Also, the power supply agreement has been terminated and the existing security deposit amount has been adjusted.

The Forum analysed the billing ledger and found that the consumer has availed power supply on 27th Jun. 2020 and as per Cl-1 of power supply agreement, it is valid for five years. In this aspect, Cl-1 of standard agreement stipulated by Hon'ble OERC is referred below.

"Duration of Agreement : This agreement shall commence from the date of its execution and shall continue to be in force until the expiry of FIVE years from the date of supply, and thereafter shall so continue until the same is determined by either party giving to the other, two calendar month's notice, in writing, of its intention to terminate the Agreement. Provided that after the initial period of agreement if power supply remains disconnected for a period of two months for non-payment of tariff or non-compliance of the directions issued under the OERC Distribution (Conditions of Supply) Code, 2019 and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee with the consumer for power supply shall be deemed to have been terminated on expiry of the 2 months period from the date of disconnection without further notice."

In this said case, the OP has adjusted the existing security deposit amount of ₹ 890/- paid by the consumer on 31st Mar. 2025 i.e. prior to completion of five years which is violation of agreement. The Forum advised the OP to follow the OERC Supply Code-2019 and not to repeat this in future.

As per PVR dated 10th Apr. 2026 submitted by OP, power supply to the consumer premises is under disconnection since May-2022 where the consumer has claimed that he has deposited the DC fees on 21st Jul. 2022 after payment of DC fees. Hence, the disconnection date is to be considered as 21st Jul. 2022. During the hearing process, the complainant stated that the existing cable has been stolen for that they have lodged FIR at Tarbha Police station on 15th Jan. 2026 and also intimated to ESO-Tarbha. Now, they are interested to avail power supply.

Regarding restoration of power supply, the Forum is of the opinion that, the existing power supply has been terminated w.e.f. Jun-2025 alongwith adjustment of existing security deposit amount. At this point, the continuation of agreement is not possible rather the complainant has to apply in fresh observing OERC guidelines.

MEMBER (Fin.)

PRESIDENT

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 21st Jul. 2022 to Jun-2025 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.
3. The complainant is to apply in fresh for power supply observing OERC guidelines stated in OERC Dist. Code (Conditions of power supply) 2019.

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 Santanu Kumar Sahu, At/Po-Tarbha, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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."