



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/ 308^{CS}

Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/206/2026		
2	Complainant/s	Name & Address Sri Kumar Sahu, At/Po-Mursingh, Via-Deogaon, Dist-Bolangir	Consumer No 911001022421	Contact No. 9438282985
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	18.04.2026		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	18.04.2026		
9	Date of Order	27.04.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Deogaon



Appeared:

For the Complainant –Sri Kumar Sahu
For the Respondent –Sri Narottam Maharana, S.D.O (Elect.), Tusura



Complaint Case No. BGR/206/2026

Sri Kumar Sahu,
At/Po-Mursingh, Via-Deogaon,
Dist-Bolangir
Con. No. 911001022421

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.27.04.2026)

During Camp Court hearing at Deogaon Section office on 18th Apr. 2026, the consumer Shri Kumar Sahu was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Kumar Sahu who is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed that power supply to his irrigation point is under disconnection since Feb.-2020 due to theft of LT line but fictitious bills have been raised regularly till date 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 : 18.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The complainant represented that power supply to his LI point is under disconnection since Feb-2020 but the OP is raising fictitious bills every month. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 37,758.34p upto Mar-2026. The complainant also submitted the letter of certification of LI dept. vide letter no. 86, dated 10th Apr. 2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill. Also, the complainant requested before the Forum for reconnection of power supply.

PREVIOUS COMPLAINS IF ANY :

Letter dated 20th Feb. 2020 addressed to ESO-Deogaon.


MEMBER (Fin.)


PRESIDENT

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 Jul-2016. The billing dispute raised by the complainant for the billing done during non-availing power supply period is a genuine dispute. As the matter requires field verification, seven days time may be allowed to submit a detailed report before the Forum.

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

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

As requested by OP, the Forum allowed seven day time to submit the physical verification report with certification of power supply date. The OP inspected the consumer premises on 22nd Apr. 2026 and submitted report on 24th Apr. 2026 before the Forum. In the said report, the OP certified, there is no power supply since 18th Feb. 2020 due to stolen of motor for which a FIR has also filed by the consumer. The report submitted by OP dated 24th 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 30th Jul. 2016 and arrear outstanding upto Mar.-2026 is ₹ 37,758.34p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his LI point is under disconnection from Feb.-2020 due to theft of LT line and still under disconnection till date. But the OP is raising monthly bills regularly for which the arrear outstanding has been accumulated to ₹ 37,758.34p upto Mar.-2026. The complainant also submitted the letter of Asst. Executive Engineer, LI Sub-division, Balangir vide letter no. 86 dated 10th Apr. 2026. In this regard, the OP requested for seven days time for a detailed field inspection & submission of report. The OP inspected the premises on 22nd Apr. 2026 and submitted report before the Forum on 24th Apr. 2026 and certified that power supply to the consumer is under disconnection w.e.f. 18th Feb. 2020.

The Forum has gone through the documents submitted by both the parties. In the letter of Asst. Executive Engineer, LI Sub-division, Balangir as stated above, the said DBW project is not in operable condition due to borewell theft from 18th Feb. 2020.

The Forum analysed the billing data and found that the monthly bill is being generated on average basis with total outstanding amount of ₹ 37,758.34p upto Mar.-2026. Hence, the bills raised from 18th Feb. 2020 onwards 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 18th Feb. 2020 to till date must be withdrawn as there is no power supply to the consumer premises. Only MMFC and other statutory charges is to be levied as per OERC Regulation.

MEMBER (Fin.)

PRESIDENT

2. DPS is to be levied as per OERC Regulation.
3. The consumer must be kept with disconnected status in billing database.
4. 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.

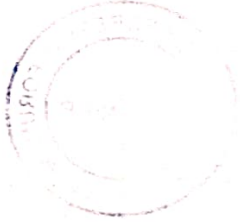



P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Kumar Sahu, At/Po-Mursingh, Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."