



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/ 87⁽⁵⁾

Dated, the 19/02/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/21/2026		
2	Complainant/s	Name & Address Sri Artatrana Rana, At-Pandarani, Po-Kutenpali, Via-Loisingha, Dist-Bolangir	Consumer No 911212061129	Contact No. 8144765593
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	16.01.2026		
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) 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	16.01.2026		
9	Date of Order	19.02.2026		
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 Chhatamakhna

Appeared:

For the Complainant -Sri Artatrana Rana
For the Respondent -Sri Sunil Kumar Swain, S.D.O (El.), No. II, Bolangir

Complaint Case No. BGR/21/2026

Sri Artatrana Rana,
At-Pandarani, Po-Kutenpali,
Via-Loisingha, Dist-Bolangir
Con. No. 911212061129

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.19.02.2026)

During Camp Court hearing at Chatamakhna Section office on 16th Jan. 2026, the consumer Shri Artatrana Rana was present & Shri Sunil Kumar Swain, SDO-II, Balangir Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Artatrana Rana who is a LT-Dom. consumer availing a CD of 1.5 KW. He was represented that power supply to his domestic premises is under disconnection since the year 2021-22 but the OP has raised fictitious energy bills regularly till date. He was 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 : 16.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna Section of Balangir-II Sub-division. The complainant represented that power supply to his premises is under disconnection since the year 2021-22 but the OP has raised false bills which needs to be withdrawn. For that false bills, the arrear outstanding has been accumulated to ₹ 22,423.40p upto Dec.-2025. 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-Domestic consumer availing power supply since Nov-2015. The billing dispute raised by the complainant about power supply disconnection period requires field verification for which seven day time may be allowed to make field verification and submission of report.

MEMBER (Fin.)

PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. As per record, the consumer has availed power supply since 13th Nov. 2015 and total outstanding upto Dec.-2025 is ₹ 22,423.40p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that power supply to his premises is under disconnection since the year 2021-22. The OP submitted that as the matter is quite old, it needs field verification for which seven day time is required to make field inspection about the disconnection period & current status. They were undertaken to submit a detailed report within 7 days before the Forum. As committed by OP, they have failed to submit the required report within the timeline. The Forum reminded the OP through e-mail / WA for submission of required information. The Forum time and again given an opportunity to the OP to submit the required documents but again there is no response from OP end. In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the matter is to be decided as per available documents and statement of the complainant.

Hence, the bills disputed by the complainant needs to be revised under CI-155 of OERC Dist. (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.

The monthly bill raised to the consumer from 01st Apr. 2022 to Dec.-2025 must be withdrawn in total as there is no power supply to the consumer premises. If the consumer wants to avail power supply in the said premises, he has to apply in-fresh after clearance of revised arrear outstanding and observing OERC Regulation in force.

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.



[Signature]
19/02/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Artatrana Rana, At-Pandarani, Po-Kutenpali, Via-Loisingha, Dist-Bolangir-767020.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."