



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/ 337^{GS}

Dated, the 08/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/214/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Sajan Panda, For Smt. Kalpana Panda, At/Po-Binka, Dist-Sonepur	915001034680	6372682283
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, B.M.Pur	Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	21.04.2026		
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	21.04.2026		
9	Date of Order	08.05.2026		
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 Ulunda

Appeared:

For the Complainant –Sri Sajan Panda

For the Respondent –Sri Somanath Seth, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/214/2026

Sri Sajan Panda,
For Smt. Kalpana Panda,
At/Po-Binka, Dist-Sonepur
Con. No. 915001034680

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COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

-

OPPOSITE PARTY

ORDER

(Dt.08.05.2026)

During Camp Court hearing at Ullunda Section office on 21st Apr. 2026a, the representative of the consumer Shri Sajjan Panda was present & Shri Somanath Seth, SDO-B M Pur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sajjan Panda who is a LT-Irr. consumer availing a CD of 6 KW. He was disputed that power supply to his premises has given in Jul-2025 but false energy bills have been generated from Mar.-2021 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 : 21.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Ullunda Section of B M Pur Sub-division. The complainant represented that he has been served with false bills from Mar-2021 to Jun-2025 where power supply was not released to his lift irrigation premises. For that false bills, the arrear has been accumulated to ₹ 15,232.86p upto Apr.-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-Irr. consumer availing power supply since Mar.-2021. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

Considering the above, the Forum allowed 7 day 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 power supply date. 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 04th May 2026 and certified that the consumer has availed power supply since Apr.-2023. The PVR made by OP dated 04th May 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 4 KW. As per record, the consumer has availed power supply since 16th Mar. 2021 and total outstanding upto Apr.-2026 is ₹ 15,232.86p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been released on 16th Mar. 2021 but the consumer disputed that power supply to his premises has been released on Jul-2025. Against that, the OP was asked seven days time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 04th May 2026 and submitted the report before the Forum on 06th May 2026 and certified that power supply to the consumer has been released since Apr.-2023. The PVR dated 04th May 2026 submitted by OP has been taken into record.

The Forum analysed the billing ledger and documents submitted by both the parties. In response to the inspection report dated 04th May 2026 submitted by OP, it is clear evident that power supply has been given to the consumer since Apr-2023. 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 16th Mar. 2021 to Mar.-2023 must be withdrawn as there was no power supply to the consumer premises.
2. DPS is to be levied as per OERC Regulation.
3. 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 Sajan Panda, At/Po-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."