



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର
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/ 443⁵

Dated, the 29/06/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/228/2026																		
2	Complainant/s	Name & Address Kalinga Rice Products, At/Po-Matupali, Dist-Sonepur	Consumer No 915000000068	Contact No. 9040433895																
3	Respondent/s	Name EE, SED, TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur																	
4	Date of Application	06.05.2026																		
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">15. Others (Specify) –</td></tr></table>			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) –	
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15. Others (Specify) –																				
6	Section(s) of Electricity Act, 2003 involved																			
7	OERC Regulation(s) with Clauses	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s)	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										
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6. Others																				
8	Date(s) of Hearing	21.05.2026	04.06.2026	18.06.2026																
9	Date of Order	29.06.2026																		
10	Order in favour of	Complainant	Respondent	Others																
11	Details of Compensation awarded, if any.	Nil																		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Ashok Kumar Mishra, EE, SED, Sonapur
Sri Abadhut Pradhan, AFM (Representative)

Complaint Case No. BGR/228/2026

Kaling Rice Products,
At/Po-Matupali, Dist-Sonapur
Con. No. 915000000068

COMPLAINANT

-Versus-

Executive Engineer,
Sonapur Electrical Division,
TPWODL, Sonapur

OPPOSITE PARTY

ORDER

(Dt.29.06.2026)

M/s. Kalinga Rice Products was appealed before the Forum through e-mail dated 02nd May 2026 which was registered on Case no. 228 of 2026. The complainant has disputed about irregular & unreliable power supply to his factory premises and seeking for immediate stabilization of power supply. The complainant needs immediate action about stable and reliable power supply to his industrial unit.

Accordingly, hearing date was fixed on 21st May 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED : 21.05.2026

Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Ashok Kumar Mishra, EE, SED, Sonapur

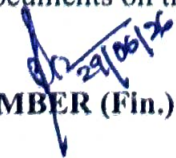
On the above-said date of hearing, the complainant was absent where the OP was appeared before the Forum with written version. As the complainant was not present, the case was adjourned to 04th Jun. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED : 04.06.2026

Appeared:

For the Complainant – **ABSENT**
For the Respondent – **ABSENT**

As both the parties were not present on the date of hearing, the case was adjourned to next hearing date i.e. 18th Jun. 2026 as final hearing date and intimated to both the parties vide letter no. 407, dated 06th Jun. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.


MEMBER (Fin.)


PRESIDENT

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.06.2026

Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Abadhut Pradhan, AFM (Representative)

OBSERVATION OF THE FORUM

The Complaint was not attended the hearing dates in spite of notice issued through speed post and telephonic intimation. Also, he was not submitted any time petition or request for not attending the hearing dates. Hence, the Forum is of the opinion that the complainant does not wants to continue the case. So, the Forum decided that the said case should not to be continued further and needs to be closed.

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 complainant failed to appear the hearing dates repeatedly. Hence, the complaint of the complainant is hereby rejected.

Case is disposed off accordingly.



P.K.SAHOO
MEMBER (Fin.)

S.K. NANDA
PRESIDENT

Copy to: -

1. Kalinga Rice Products, At/Po-Matupali, Dist-Sonepur-767062.
2. Executive Engineer, Sonepur Electrical 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.”