



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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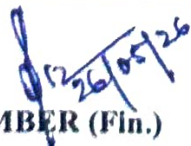
Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 379^(B)

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)

1	Case No.	Complaint Case No. BGR/231/2026		
2	Complainant/s	Name & Address Sri Bibek Putel, For Sri Jag Padhan, At-Mallikmunda, Po-Khambeswaripali, Dist-Sonepur	Consumer No 915001032562	Contact No. 7077900380
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	07.05.2026		
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	07.05.2026		
9	Date of Order	26.05.2026		
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 Sonapur



Appeared:

For the Complainant - Sri Bibek Putel
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/231/2026

Sri Bibek Putel,
For Sri Jag Padhan,
At-Mallikmunda, Po-Khambeswaripali,
Dist-Sonapur
Con. No. 915001032562

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.26.05.2026)

During Camp Court hearing at Sonapur Sub-division office on 07th May 2026, the representative of the consumer Shri Bibek Putel was present & Shri Bibekananda Dikshit, SDO-Sonapur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bibek Putel who is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed that due to burnt of transformer, he was not availed power supply since last two years and availed power supply in Feb-2024, but during that period, the OP was raised monthly bill which needs to be withdrawn. He was submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 07.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari section of Sonapur Sub-division. The complainant represented that power supply to his lift irrigation point was disconnected from the year 2022 to 2024 due to transformer burnt, but the OP was raised fictitious bills every month. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 33,505.29p upto Apr-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.


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 Apr.-2016. The billing dispute raised by the complainant for the fictitious billing during transformer break-down period requires field verification for which seven days time may be allowed.

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

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum but they were inspected the premises the premises on 21st May 2026 and submitted the report before the Forum on 22nd May 2026 and certified that the distribution transformer was under break-down till Jun-2024 and the consumer was not availed power supply during that period. The inspection conducted and report generated by OP dated 21st May 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 07th Apr. 2016 and total outstanding upto Apr.-2026 is ₹ 33,505.29p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that due to burnt of transformer, he was not availed power supply from the year 2022 to Jun-2024 where the OP has raised fictitious bill during that period which requires to be withdrawn. 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 the premises on 21st May 2026 and submitted the report before the Forum on 22nd May 2026 and certified that the distribution transformer where the consumer availing power supply was under break-down till Jun-2024. On 10th Feb. 2024, a new meter with sl. no. TWSC59003607 has been installed. Hence, the Forum is of the opinion that the distribution transformer has been installed on 10th Feb. 2024 i.e. at the time of new meter installation. Thereafter, power supply has been restored on the same day. The inspection report dated 21st May 2026 submitted by SDO-Sonepur has been taken into record.

From the above, it is clear evident that power supply to the consumer was under disconnection from Apr.-2022 to 10th Feb. 2024 due to burnt of transformer. 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. While analysing the billing data, it came to the knowledge of the Forum that the consumer has availed power supply without meter and continued till Jan-2024 which is a gross negligence on the part of licensee and violates the OERC Regulation.

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.


MEMBER (Fin.)


PRESIDENT



1. The energy bills raised to the consumer from 10th Feb. 2022 to 09th Feb. 2024 must be withdrawn as there was no power supply to the consumer premises. Only MMFC is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
2. All sundries and adjustments are to be considered during the above revision period.
3. DPS is applicable as per OERC Regulation.

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 Bibek Putel, At-Mallikmunda, Po-Khambeswaripali, Dist-Sonepur-767017.
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."