



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/

405^{ES}

Dated, the

04/06/2026

Corum:

Er. Sambit Kumar Nanda

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

1	Case No.	Complaint Case No. BGR/233/2026																										
2	Complainant/s	Name & Address Sri Gobind Kumar Agrawal, At-Sudpada, Po/Dist-Bolangir Behind Dream India School	Consumer No 915103010268	Contact No. 9437104393																								
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-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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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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) 155, 157</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) 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																		
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8	Date(s) of Hearing	07.05.2026																										
9	Date of Order	04.06.2026																										
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 Gobind Kumar Agrawal
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/233/2026

Sri Gobind Kumar Agrawal, - **COMPLAINANT**
At-Sudpada, Behind Dream India School,
Po/Dist-Bolangir
Con. No. 915103010268

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Sonapur

ORDER
(Dt.04.06.2026)

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

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Govind Kumar Agrawal who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed that power supply to his premises has been disconnected since last six years but the OP has raised fictitious bills till Jan.-2023. The complainant 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 : 07.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The complainant represented that power supply to his domestic connection has been disconnected since last six years but the OP has raised monthly bills till Jan-2023. For that false bill, the arrear outstanding has been accumulated to ₹ 1,20,267.52p upto Jan.-2023. 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-Dom. consumer availing power supply prior to Apr.-1999. 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 OP requested before the Forum to allow 7 days time to submit the physical verification report.

MEMBER (Fin.)

PRESIDENT

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 20th May 2026 and submitted the report before the Forum on 22nd May 2026 and certified that no service connection wire is available in the consumer premises. The inspection report submitted by OP dated 20th May 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. As per record, the consumer has availed power supply prior to Apr-1999 and total outstanding upto Jan.-2023 is ₹ 1,20,267.52p. 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 has been disconnected since last six years and the OP has raised fictitious bills till Jan.-2023. Against that, the OP was asked seven day 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 20th May 2026 and certified that no service connection is available in the consumer premises. The inspection report submitted by OP dated 20th May 2026 has taken into record.

The Forum has gone through the documents and argument of both the parties. As per billing database, the monthly bill has been stopped since Jan.-2023 with PDC status. Also, as per field verification report of OP, no service wire is available in the consumer premises.

From the above, it is clear evident that the representation of the consumer is based on facts and there is no power supply since last six years i.e. from Jun-2020. Hence, the bills raised after Jun-2020 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 Jun.-2020 to Jan.-2023 must be withdrawn as there was no power supply to the consumer premises.
2. 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 Gobind Kumar Agrawal, At-Sudpada, Behind Dream India School, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."