



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/ 369⁵¹

Dated, the 22/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/240/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Bhagabana Sahu, At-Amramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir	911312100190	7683891814
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	12.05.2026		
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	12.05.2026		
9	Date of Order	22.05.2026		
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 Kendumundi

Appeared:

For the Complainant -Sri Bhagabana Sahu
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

Complaint Case No. BGR/240/2026

Sri Bhagabana Sahu,
At-Amramunda, Po-Pandesara,
Via-Agalpur, Dist-Bolangir
Con. No. 911312100190

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.22.05.2026)

During Camp Court hearing at Kendumundi PSS on 12th May 2026, the consumer Shri Bhagaban Sahu was present & Shri Kshirodra Kumar Meher, OAG-II, Auth. Rep. of SDO-Loisingha was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bhagaban Sahu who is a LT-Dom. consumer availing a CD of 0.01 KW. He was disputed that power supply to his premises has been given during the year 2017 but false energy bills have been generated from Apr.-2011 to the year 2017 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 : 12.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur Section of Loisingha Sub-division. The complainant represented that he has been served with false bills from Apr-2011 to the year 2017 where power supply was not released to his domestic premises. For that false bill, the arrear has been accumulated to ₹ 4,869.67p 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-Dom. consumer availing power supply since Apr.-2011. 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.


MEMBER (Fin.)


PRESIDENT

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. The OP inspected the premises the premises on 20th May 2026 and submitted the report before the Forum on the same day and certified that the consumer has availed power supply in Nov.-2017. The inspection report conducted 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 0.01 KW. As per record, the consumer has availed power supply since 13th Apr. 2011 and total outstanding upto Apr.-2026 is ₹ 4,869.67p. 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 13th Apr. 2011 but the consumer disputed that power supply to his premises has been released during the year 2017. 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 the premises on 20th May 2026 and submitted the report before the Forum on the same day and certified that power supply to the consumer has been released during Nov.-2017. The inspection report dated 20th May 2026 submitted by OP has been taken into record.

From the above, it is clear evident that power supply to the consumer premises has been released on Nov-2017. Hence, the bills raised prior to Nov-2017 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 13th Apr. 2011 to Oct-2017 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 Bhagabana Sahu, At-Amramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir-767061.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."