



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),  
BOLANGIR-767001, Tel./Fax:-(06652) 235741

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

Memo No.GRF/BGR/Order/ 358<sup>B</sup>

Dated, the 21/05/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

|                        |  |   |  |   |             |
|------------------------|--|---|--|---|-------------|
| 1                      | Case No.                                     | Complaint Case No. BGR/245/2026   |  |   |             |
| 2                      | Complainant/s                                | Name & Address  |  | Consumer No   | Contact No. |
|                        |  | Sri Hemanta Putel,<br>For Sri Falguni Putel,<br>At-Amramunda, Po-Pandesara,<br>Via-Agalpur, Dist-Bolangir |  | 911312100237  | 7205508590  |
| 3                      | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Loisingha   |  | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |             |
| 4                      | Date of Application                          | 12.05.2026  |  |   |             |
| 5                      | In the matter of-                            | 1. Agreement/Termination  | 2. Billing Disputes                                  | <input checked="" type="checkbox"/>                           |             |
|                        |  | 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                                | 21.05.2026  |  |   |             |
| 10                     | Order in favour of                           | Complainant   | <input checked="" type="checkbox"/>                  | 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 Hemanta Putel

**For the Respondent** -Sri Kshirodra Kumar Meher, OAG-II (Representative)

**Complaint Case No. BGR/245/2026**

Sri Hemanta Putel,  
For Sri Falguni Putel,  
At-Amramunda, Po-Pandesara,  
Via-Agalpur, Dist-Bolangir  
Con. No. 911312100237

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.21.05.2026)**

During Camp Court hearing at Kendumundi PSS on 12<sup>th</sup> May 2026, the representative of the consumer Shri Hemanta Putel 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 representative of the consumer Shri Hemanta Putel 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 ₹ 16,728.71p upto Mar-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 13<sup>th</sup> May 2026 and submitted the report before the Forum on 20<sup>th</sup> May 2026 and certified that the consumer has availed power supply in Nov.-2017. The inspection report conducted by OP dated 13<sup>th</sup> 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 13<sup>th</sup> Apr. 2011 and total outstanding upto Mar.-2026 is ₹ 16,728.71p. 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 13<sup>th</sup> 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 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 13<sup>th</sup> May 2026 and submitted the report before the Forum on 17<sup>th</sup> May 2026 and certified that power supply to the consumer has been released during Nov.-2017. The inspection report dated 13<sup>th</sup> 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 13<sup>th</sup> 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 Hemanta Putel, 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](http://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.”**