



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/ 381st

Dated, the 26/05/2026

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

1	Case No.	Complaint Case No. BGR/248/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Benudhar Padhan, At-Amramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir		911312100174	9178440906
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) 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			
8	Date(s) of Hearing	12.05.2026			
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 Kendumundi

Appeared:

For the Complainant -Sri Benudhar Padhan
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)



Complaint Case No. BGR/247/2026

Sri Benudhar Padhan, - **COMPLAINANT**
At-Amramunda, Po-Pandesara,
Via-Agalpur, Dist-Bolangir
Con. No. 911312100174

-Versus-

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

ORDER
(Dt.26.05.2026)

During Camp Court hearing at Kendumundi PSS on 12th May 2026, the consumer Shri Benudhar Padhan 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 Benudhar Padhan who is a LT-Dom. consumer availing a CD of 0.76 KW. He was disputed that power supply to his premises has been disconnected from the year 2012 to 2017 but false energy bills have been generated by the OP 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 power supply to his premises has been disconnected for the period 2012 to 2017 but fictitious bills have been raised by the OP. For that false bill, the arrear outstanding has been accumulated to ₹ 16,716.83p 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 Mar.-2009. 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 day time to submit the physical verification report.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP inspected the consumer premises on 14th May 2026 and submitted the report before the Forum on 21st May 2026 and certified that the consumer has not used power supply from Oct-2014 to Oct-2017. The report submitted by OP dated 14th May 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.76 KW. As per record, the consumer has availed power supply since 24th Mar. 2009 and total outstanding upto Mar.-2026 is ₹ 16,716.83p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his premises was under disconnection from the year 2012 to 2017 but the OP has raised fictitious bills during that period. Against that, the OP was asked seven day time to verify the matter and will make field inspection. The OP inspected the premises the premises on 14th May 2026 and submitted the report before the Forum. The abstract of the report is,

“During physical verification of the above-mentioned consumer, meter status is OK. As per concerned lineman report, line has been disconnected from Oct-2014 to Oct-2017. So please withdrawn his DC period bill.”

The inspection report dated 14th May 2026 submitted by OP has been taken into record.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from Oct-2014 to Oct-2017. Hence, the bills raised from Oct-2014 to Oct-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.

The energy bills raised to the consumer from Oct-2014 to Oct-2017 must be withdrawn as there was no power supply to the consumer premises. 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 Benudhar Padhan, 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.”