



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 105 ⁵¹

Dated, the 10/02/2026

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

1	Case No.	Complaint Case No. BGR/25/2026		
2	Complainant/s	Name & Address Sri Dhanu Sahu, At/Po-Kandajuri, Via-Loisingha, Dist-Bolangir	Consumer No 911212060903	Contact No. 8260145957
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	16.01.2026		
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	16.01.2026		
9	Date of Order	10.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

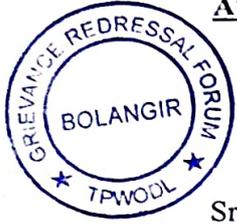
PRESIDENT

Place of Hearing: Camp Court at Chhatamakhna



Appeared:

For the Complainant -Sri Dhanu Sahu
For the Respondent -Sri Sunil Kumar Swain, S.D.O (El.), No. II, Bolangir



Complaint Case No. BGR/25/2026

Sri Dhanu Sahu,
At/Po-Kandajuri, Via-Loisingha,
Dist-Bolangir
Con. No. 911212060903

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER
(Dt.10.03.2026)

During Camp Court hearing at Chatamakhna Section office on 16th Jan. 2026, the consumer Shri Dhanu Sahu was present & Shri Sunil Kumar Swain, SDO-II, Balangir Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Dhanu Sahu who is a LT-Dom. consumer availing a CD of 0.5 KW. He was represented that power supply to his premises has been given in the year 2019-20 but false energy bills have been generated since Oct-2014 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 : 16.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna Section of Balangir-II Sub-division. The complainant represented that power supply to his premises has been given in the year 2019-20 but the OP has raised false bills since Oct-2014 which needs bill revision. For that false bills, the arrear outstanding has been accumulated to ₹ 21,187.63p upto Dec.-2025. 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-Domestic consumer availing power supply since Oct-2014. The billing dispute raised by the complainant about power supply date requires field verification for which seven day time may be allowed to make field verification and submission of report.

MEMBER (FIR.)

10/03/26

PRESIDENT

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

Considering the submission of OP, the Forum allowed seven days time to submit the verification report alongwith actual date of power supply. The OP failed to submit the report within the committed time period. The Forum reminded the OP through e-mail / WA for submission of required information. The Forum time and again given an opportunity to the OP to submit the required documents but there is no response from OP end.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. As per record, the consumer has availed power supply since 10th Oct. 2014 and total outstanding upto Jan.-2026 is ₹ 21,187.63p. 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 10th Oct. 2014 but the consumer disputed that power supply to his premises has been released in the year 2019-20. 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. As committed by OP, they have failed to submit the required report within the timeline. The Forum reminded the OP through e-mail / WA for submission of required information. The Forum time and again given an opportunity to the OP to submit the required documents but again there is no response from OP end. In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the matter is to be decided as per available documents and statement of the complainant.

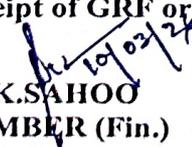
Hence, the bills disputed by the complainant needs to be revised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 10th Oct. 2014 to Mar.-2019 must be withdrawn as there was no power supply to the consumer premises.
2. DPS is to be levied as per OERC Regulation.
3. 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 Dhanu Sahu, At/Po-Kandajuri, Via-Loisingha, Dist-Bolangir-767020.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."