



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/ 386^{LS}

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/268/2026		
2	Complainant/s	Name & Address Sri Gobardhan Tandi, For Smt. Namita Tandi, At/Po-Jhankarpali, Via-Chandanbhati, Dist-Bolangir	Consumer No 911211280024	Contact No. 9439691316
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.05.2026		
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	19.05.2026		
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 Kudasingha

Appeared:

For the Complainant - Sri Gobardhan Tandi
For the Respondent - Sri Sunil Kumar Swain, S.D.O, No. II, Bolangir

Complaint Case No. BGR/268/2026

Sri Gobardhan Tandi,
For Smt. Namita Tandi,
At/Po-Jhankarpali, Via-Chandanbhati,
Dist-Bolangir
Con. No. 911211280024

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.26.05.2026)

During Camp Court hearing at Kudasingha PSS on 19th May 2026, the representative of the consumer Shri Gobardhan Tandy was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Gobardhan Tandy who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed that power supply to his premises was under disconnection from 19th Jul. 2000 after deposit of disconnection fees and reconnected on 17th Sep. 2017 after payment of RC fees but the OP has raised monthly energy bill during that disconnection period and appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir-II Sub-division. The complainant reiterated the disputes as stated above and requested before the Forum for suitable revision of bill.

PREVIOUS COMPLAINS IF ANY :

1. Letter no. nil, dated 03.07.2000 of the consumer.
2. Letter no. nil, dated 09.08.2001 of the consumer.
3. Letter no. nil, dated 15.04.2017 of the consumer.
4. Letter no. nil, dated 20.06.2022 of the consumer.

MEMBER (Fin.)

PRESIDENT

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 regarding disconnection & reconnection supported with money receipt is a genuine one. The consumer was deposited the required DC fees on 19th Jul. 2000 and RC fees on 27th May 2017 for restoration of power supply.

Considering the above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply prior to Apr-1999 and total outstanding upto Apr.-2026 is ₹ 32,054.25p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that he was deposited necessary disconnection fees of ₹ 30/- on 19th Jul. 2000 vide MR no. 08/372005 and got reconnection on 27th May 2017 after deposit of RC fees of ₹ 150/- vide MR no. B1/2201151. But after power supply disconnection, the OP has raised bills regularly due to which the arrear outstanding has been accumulated. Against that, the OP admitted the facts and submitted that due to oversight, the required DC advice was not sent to billing center for which the billing was going on for the disconnection period.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from 19th Jul. 2000 to 27th May 2017. Hence, the bills raised during no supply period 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 19th Jul. 2000 to 27th May 2017 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied.
2. All sundries and adjustments (if any) 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 Gobardhan Tandi, At/Po-Jhankarpali, Via-Chandanbhati, Dist-Bolangir-767065.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."