



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର

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/ 452(5)

Dated, the 30th June'2026

Corum:

Er. Sambit Kumar Nanda

- President

Sri Prasanta Kumar Sahoo

- Member (Finance)

1	Case No.	Complaint Case No. BGR/298/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sri Bishnudatta Hota, Proprietor, Koshal Agro, MSME Registered Startup Unit, At-Bijakhaman, Po/Dist-Bolangir		911001040223	9437800000																																
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	11.06.2026																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>✓</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td>✓</td></tr><tr><td colspan="4">15. Others (Specify) –</td></tr></table>				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) –			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)	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																										
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6. Others																																					
8	Date(s) of Hearing	18.06.2026																																			
9	Date of Order	30.06.2026																																			
10	Order in favour of	Complainant	Respondent	✓	Others																																
11	Details of Compensation awarded, if any.	Nil																																			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant - Sri Bishnudatta Hota
For the Respondent - Sri Ishan Kumar Nayak, ESO-II (Auth. Representative)

Complaint Case No. BGR/298/2026

Sri Bishnudatta Hota,
Proprietor, Koshal Agro,
MSME Registered Startup Unit,
At-Bijakhaman, Po/Dist-Bolangir
Con. No. 911001040223

- **COMPLAINANT**

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER

(Dt.30.06.2026)

The consumer is a medium industrial consumer and submitted his grievances on 11th Jun. 2026 regarding non-supply of electricity to his industrial premises as well as low voltage and voltage fluctuation which was registered as Case no. 298 / 2026. Accordingly, hearing date was fixed on 18th Jun. 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED : 18.06.2026

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bibhudatta Hota who is HT-Med. Ind. consumer availing a CD of 30 KW. He was represented for non-supply of electricity, low voltage and fluctuation in his industrial connection. The complainant needs rectification and improvement of voltage in his premises.

The case was heard in detail.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Bolangir Division. The consumer represented that he is a medium industrial consumer with 11 KV supply and has availed power supply on 31st May 2026. But after release of power supply, he has availed power supply for 72 hrs, thereafter there is no power supply. He was intimated the matter to the concerned authorities but no action has been taken. The complainant appealed before the Forum to intervene in this matter and direct the TPWODL authority to resolve the dispute.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with written version. On defence, he intimated that the consumer is a HT- Med. Ind. Consumer availing power supply since May-2026. The dispute raised by the complainant regarding low voltage problem is a genuine dispute. After charging, the tapping fuse was burnt due to Kalabaisakhi in transient fault and the issue was resolved on 11th June. 2026.

MEMBER (Fin.)

PRESIDENT

As more numbers of complaints were pending on that day, the delay in restoring was occurred.

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 HT-Med. Ind. consumer with a CD of 30 KW. The consumer has availed power supply since 31st May 2026. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant is aggrieved with the quality of power supply provided by TPWODL as he is facing low voltage & voltage fluctuation in his industrial premises after 72 hrs. of energisation. He was approached the matter before the TPWODL authority many times but no action has been taken by them for which he has knocked the door of the Forum.

The OP submitted that the factory premises of the consumer is under Rural area. After energization, the tapping fuse was burnt on 10th Jun. 2026 during Kalabaisakhi in transient fault and power supply has been restored on 11th Jun. 2026 F.N.. As there was Kalabaisakhi on that time, there is a delay of restoration.

The Forum heard the argument of both the parties. The problem arised due to delay in restoration of power supply in the consumer industrial premises. This has been raised due to natural calamities for which delay restoration occurred. In that situation, it is the top-most priority of the licensee to restore the power supply infrastructure and he has done that and restored power supply at the earliest. Thereafter, the licensee has restored power supply to the consumer premises on the next date.

During the course of hearing, the complainant has convinced with the real situation arised on that day and has shown his happiness that his grievance has heard by the Forum at the earliest. The Forum also directed the OP to take care of this industrial consumers as on priority consumer and make communication through digital mode about any planned shut-down and / or emergency shutdown so that the consumer will plan his production accordingly.

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.

As the complainant was convinced with the reason of shutdown and thereafter restoration, the present case is dropped.

Case is disposed off accordingly.

P.K.SAHOO
MEMBER (Fin.)

S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Bishnudatta Hota, C/o-Koshal Agro, MSME Registered Startup Unit, At-Bijakhman, Po/Dist-Bolangir-767001.
2. Executive Engineer, Bolangir Electrical Division, 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."