



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର
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/ 485(5)

Dated, the 23rd July'2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/299/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Rajkumar Rana, For Sri Kandarpa Rana, At/Po-Badbahal, Via-Jarasingha, Dist-Bolangir		911001011769	9777469961 7978847255																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	16.06.2026																											
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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 border="1"><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	09.07.2026																											
9	Date of Order	23.07.2026																											
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 Rajkumar Rana
For the Respondent - Sri Narottam Maharana, S.D.O (Elect.), Tusura



Complaint Case No. BGR/299/2026

Sri Rajkumar Rana,
For Sri Kandarpa Rana,
At/Po-Badbahal, Via-Jarasingha,
Dist-Bolangir
Con. No. 911001011769

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.23.07.2026)

The consumer was appealed before the Forum on dated 16th Jun. 2026 which was registered on Case no. 299 of 2026. The complainant represented that he was not availing power supply since the year 1998 but the OP has raised monthly bill regularly against that connection and showing arrear outstanding. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 09th Jul. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

The case was heard in detail.

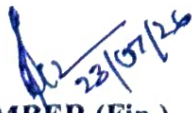
PROCEEDING OF HEARING DATED : 09.07.2026

HISTORY OF THE CASE

The Complaint petition has filed by representative of the consumer Shri Raj Kumar Rana who is a LT-Irr. consumer availing a CD of 1.5 KW. He was disputed that power supply to his irrigation premises has been disconnected since the year 1998 but the OP has raised provisional bill till date. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The consumer represented that power supply to his premises is under disconnection since the year 1998 but the OP has raised monthly bill regularly. For that fictitious bills, the total outstanding has been accumulated to ₹ 88,144.64p. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.


MEMBER (Fin.)


PRESIDENT

PREVIOUS COMPLAINS IF ANY :

Consumer representation dated 23rd Mar. 1998.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the complainant was a LT-Irr. consumer and availed power supply prior to Apr-1999. 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.

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 was undertaken to submit a detailed report within 7 days before the Forum. But they have failed to submit the required report within the committed time period for which the Forum reminded the OP through e-mail / WA. Finally, the OP inspected the premises the premises on 07th Jul. 2026 and submitted the report alongwith written version before the Forum on 08th Jul. 2026 and certified that power supply to the consumer has been disconnected since Jan.-2007. The report submitted by OP dated 07th Jul. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Oct.-2025 is ₹ 88,144.64p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing record, the consumer was availed power supply without meter from the date of power supply and continue with same status till Oct-2025 which violates Cl-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.

The consumer represented that power supply to his L.I. point was under disconnection since the year 1998 and OP has raised fictitious bills. The complainant submitted that he has applied for a new connection in Khata no. 135, Plot no. 54 with his farmer ID : BOL/29000. But due to outstanding arrear, his application has not been considered. In this regard, OP has made field inspection and submitted that power supply to the consumer is under disconnection since January-2007.

2. The Forum analysed the billing ledger and found that the consumer has paid made payment in two instances i.e. 16th Mar. 2001 with ₹ 1,000/- & 27th Oct. 2004 with ₹ 4,000/-. Hence, the contention of the consumer about disconnection of power supply since the year 1998 is not based on facts. On the other hand, the OP submitted the inspection report that power supply to the consumer is under disconnection since January 2007.
3. From the above, it is clear evident that power supply to the consumer premises has been disconnected since Jan-2007 and all bills raised thereafter needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

MEMBER (Fin.)

PRESIDENT

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 consumer must be tagged under PDC category in the billing software as there is no power supply since the beginning.
2. The energy bills raised to the consumer from Jan. 2007 to Oct-2025 must be withdrawn as there was no power supply to the consumer premises. Only MMFC is to be charged for the month of Jan-2007 & Feb.-2007 as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
3. All sundries and adjustments are to be considered during the above revision period.
4. The OP is directed to revise the bill as directed above and serve the consumer with revised amount for making payment. After clearance of revised arrear, his application of new power supply is to be considered as per OERC Regulation Code-2019.

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.



23/07/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Rajkumar Rana, At/Po-Badbahal, Via-Jarasingha, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."