



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/ **490(5)**

Dated, the **23rd July'2026**

Corum:

Er. Sambit Kumar Nanda

- **President**

Sri Prasanta Kumar Sahoo

- **Member (Finance)**

1	Case No.	Complaint Case No. BGR/305/2026																											
2	Complainant/s	Name & Address Sri Pawan Kumar Agrawal, For Sri Siba Prasad Mohanty, At-Jamutjhula, Po-Dhamandanga, Dist-Bolangir		Consumer No 912001025432	Contact No. 9437034360																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	19.06.2026																											
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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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 - ABSENT
For the Respondent - Sri Kailash Chandra Swain, DM (F&C) (Auth. Representative)

Complaint Case No. BGR/305/2026

Sri Pawan Kumar Agrawal,
For Sri Siba Prasad Mohanty,
At-Jamutjhula, Po-Dhamandanga,
Dist-Bolangir
Con. No. 912001025432

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.23.07.2026)

The consumer was appealed before at Kantabanji Camp Court on dated 19th Jun. 2026 which was registered on Case no. 305 of 2026. The complainant represented that he was not availing power supply since the initial date of power supply but the OP was 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 details.

PROCEEDING OF HEARING DATED : 09.07.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Tureikela of Kantabanji Sub-division. The consumer represented that he was served with false energy bill from the date of supply to till date where he has not availed power supply. For that fictitious bill, the arrear has been accumulated to ₹ 55,989.09p upto Aug.-2025. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Lift. Irr. consumer availing power supply since Nov-2015. The billing dispute raised by the complainant for the false billing about no power supply period is a genuine one. After receipt of complaint, the consumer premises was verified and found that the consumer has not availed power supply since 26th Mar. 2019.

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

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 28th Nov. 2015 and total outstanding upto Aug.-2025 is ₹ 55,989.09p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that due to his personal issue, he has not availed power supply from the beginning and the same status is continuing till date and represented that the said project is not running since the beginning and requested before the Forum to waive the bill.
2. The OP submitted with physical verification report and written submission that they have made physical inspection of consumer premises and certified that the consumer has not availed power supply since 26th Mar. 2019.
3. The Forum also analysed the billing ledger and observed that as per official record, the consumer has availed power supply on 28th Nov. 2015 but the 1st bill has been generated on Feb.-2019 which violates OERC Regulation. The OP is advised to take care in this regard and ensure that the consumer must get the energy bill within due time. Also, it is observed that no bill has been generated since Dec-2021 and presently it is under "**DISCONNECTED CATEGORY**". Also, it is found that the last bill has been generated on Aug-2025, thereafter no bill has been generated.

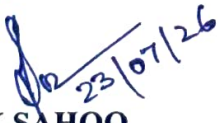


In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

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 26th Mar. 2019 to Aug-2025 is to be waived. Only MMFC is to be charged from Mar.-2019 to Nov-2020 as per CI-1 of the standard agreement executed by the petitioner with the opposite party. A final bill is to be prepared and served to the consumer for making payment.**
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 Pawan Kumar Agrawal, C/o-Sri Siba Prasad Mohatnty, At-Jamutjhula, Po-Dhamandanga, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."