



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/ 477 (5)

Dated, the 15th July'2026

Corum:

Er. Sambit Kumar Nanda

-

President

Sri Prasanta Kumar Sahoo

-

Member (Finance)

1	Case No.	Complaint Case No. BGR/307/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Bhimsen Meher, At/Po-Ulba, Via-P.Rampur, Dist-Bolangir		912001025239	7008941583																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	23.06.2026																											
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	23.06.2026																											
9	Date of Order	15.07.2026																											
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 Patnagarh



Appeared:

For the Complainant

–Sri Bhimsen Meher

For the Respondent

–Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/307/2026

Sri Bhimsen Meher,
At/Po-Ulba, Via-P.Rampur,
Dist-Bolangir
Con. No. 912001025239

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COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.15.07.2026)

During Camp Court hearing at Patnagarh Sub-division office on 23rd Jun. 2026, the consumer Shri Bhimsen Meher was present & Shri Debadatta Mahapatra, SDO-Patnagarh Sub-division was present as opposite party.

The case was heard in details.

PROCEEDING OF HEARING DATED : 23.06.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh 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 due to collapse of bore well. In this regard, he was submitted of Asst. Executive Engineer, LI sub-division vide letter no. 120 dated 04.06.2026. For that fictitious bill, the arrear has been accumulated to ₹ 37,657.93p upto Nov.-2021. 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 Dec-2014. 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 days time to submit the physical verification report.

MEMBER (Fin.)

8/12 15/07/26

PRESIDENT

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 02nd Jul. 2026 and submitted the report before the Forum and certified that the said borewell has been completely collapsed since the inception. The inspection report and written submission submitted by OP dated 02nd Jul. 2026 has taken into record.

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 22nd Dec. 2014 and total outstanding upto Nov.-2021 is ₹ 37,657.93p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that due to collapse of borewell, 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. In supportive of this, he has submitted a letter of Asst. Executive Engineer, L.I. Sub-division, Balangir vide letter no. 120 dated 04.06.2025 that the said deep bore well project is not in operable condition due to collapse of borewell from the date of inception. The OP also inspected the premises on 02nd Jul. 2026 and certified that the said borewell point was non-functional since the date of power supply.
2. From the above report, it is clear that the said DBW has not been operated since the date of power supply to till date and the bill raised during this period needs revision.
3. The Forum also analysed the billing ledger and observed that as per official record, the consumer has availed power supply on 22nd Dec. 2014 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 "**BILL STOPPED CATEGORY**".

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 22nd Dec. 2014 to till date is to be waived. Only MMFC is to be charged from 22nd Dec. 2014 to Dec-2019 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.

MEMBER (Fin.)

PRESIDENT

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.



15/07/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Bhimsen Meher, At/Po-Ulba, Via-P.Rampur, Dist-Bolangir-767041.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."