



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର
GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),
BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No. GRF/BGR/Order/ **474 (5)**

Dated, the **15th July'2026**

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- **President**
- **Member (Finance)**

1	Case No.	Complaint Case No. BGR/315/2026																											
2	Complainant/s	Name & Address Sri Paresh Kumar Sahu, For Sri Sasanka Sekhar Mishra, At/Po-Patnagarh, Linepada, Dist-Bolangir		Consumer No 912311070539	Contact No. 9853917816																								
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) 155, 157</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) 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																		
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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 Paresh Kumar Sahu

For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/315/2026

Sri Paresh Kumar Sahu,
For Sri Sasanka Sekhar Mishra,
At/Po-Patnagarh, Linepada,
Dist-Bolangir
Con. No. 912311070539

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 representative of the consumer Shri Paresh Kumar Sahu was present & Shri Debadatta Mahapatra, SDO-Patnagarh Sub-division was present as opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 23.06.2026

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Paresh Kumar Sahu who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed that power supply to his domestic premises was disconnected from 04th Aug. 2021 to 09th Mar. 2026, but during that period, the OP was raised monthly bill which needs to be withdrawn. He was submitted 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 ESO-I section of Patnagarh Sub-division. The complainant reiterated the disputes as stated above and requested for redressal of his grievances. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 5,482.33p upto Jun-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

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 since Nov.-2020. The billing dispute raised by the complainant for the fictitious billing during power supply disconnection period requires field verification for which seven days time may be allowed.

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 days 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. They were inspected the premises on 02nd Jul. 2026 and submitted the meter replacement report dated 26th Apr. 2026 and disconnection and reconnection report captured in FG. The inspection conducted and report generated by OP dated 02nd Jul. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. As per record, the consumer has availed power supply since 20th Nov. 2020 and total outstanding upto Jun.-2026 is ₹ 5,482.33p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that power supply to his premises was under disconnection from 04th Aug. 2021 to 09th Mar. 2026 where the OP has raised fictitious bill during that period which requires to be withdrawn. Against that, the OP was asked seven day time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 02nd Jul. 2026 and submitted the report before the Forum. Also, the OP submitted the DC-RC report captured in FG billing software.

The Forum analysed the documents submitted by both the parties and arguments. From the FG billing report, it is seen that power supply to the consumer was disconnected on 04th Aug. 2021 and reconnected on 09th Mar. 2026. A new meter has been installed on 26th Apr. 2026 with meter no. TWSU110355947, thereafter actual billing is going on. The OP has also adjusted the existing SD amt. of ₹ 1,196/- on 29th Mar. 2025.

Hence, the Forum is of the opinion that power supply to the consumer was under disconnection from 04th Aug. 2021 and reconnected on 09th Mar. 2026. 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. While analysing the billing data, it came to the knowledge of the Forum that as on date the consumer is running without security deposit amount which is a gross negligence on the part of licensee and violation the OERC Regulation.

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 04th Aug. 2021 to 08th Mar. 2026 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
2. The monthly bill for the month of Feb-2026 (served in Mar-26) & Mar-2026 (served in Apr-26) is to revised as per succeeding six months average consumption of new meter by considering IMR : 0 (26.04.2026) & FMR : Oct-2026.
3. All sundries and adjustments are to be considered during the above revision period.
4. DPS is applicable as per OERC Regulation.

Case is disposed off accordingly.

MEMBER (Fin.)

PRESIDENT

Compliance report must be submitted to the Forum by the opposite party within five months 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 Paresh Kumar Sahu, At/Po-Patnagarh, Linepada, Dist-Bolangir-767025.
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."