



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 168^E

Dated, the 22/02/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/32/2026		
2	Complainant/s	Name & Address Sri Birat Biswal, At/Po-Rengali, Via-Agalpur, Dist-Bolangir	Consumer No 911001023155	Contact No. 9937425629
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	17.01.2026		
5	In the matter of-	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) –		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	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		
8	Date(s) of Hearing	17.01.2026	05.02.2026	12.03.2026
9	Date of Order	23.03.2026		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)
23/03/26


PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Birat Biswal
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha



Complaint Case No. BGR/32/2026

Sri Birat Biswal,
At/Po-Rengali, Via-Agalpur,
Dist-Bolangir
Con. No. 911001023155

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.32.03.2026)

The consumer appealed before the Forum at Agalpur Camp court on 17th Jan. 2026 which was registered as Case no. 32 of 2026. The complainant disputed that power supply to his lift irrigation point is under disconnection since beginning due to fault in line (LT) cable but bills were raised regularly for which the arrear outstanding has been accumulated. The complainant needs suitable bill revision for the said period.

Accordingly, hearing was conducted at spot in presence of both parties.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Birat Biswal is a LT-Irr. consumer availing a CD of 2.5 KW. He disputed that power supply to his L.I. point has been disconnected since the date of power supply due to fault in LT line cable but the OP is raising monthly bill regularly. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

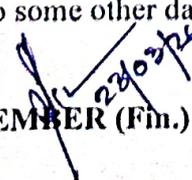
PROCEEDING OF HEARING DATED : 17.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The consumer reiterated the above dispute and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Jan.-2018. The billing dispute raised by the complainant for the monthly billing requires field verification for which the case should be adjourned to some other date.


MEMBER (Fin.)


PRESIDENT

Considering the above, the said case was adjourned to 05th Feb. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

Due to lack of Corum of the Forum, the case which was listed for hearing on 05th Feb. 2026 was adjourned and intimated to both the parties vide letter no. 83, dated 04th Feb. 2026.

The Case was listed for hearing on 12th Mar. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The consumer has reiterated the above dispute and requested before the Forum for suitable revision of the 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-Irr. consumer availing power supply since Jan.-2018. The billing dispute raised by the complainant for the billing done since the date of power supply to till date is a genuine dispute as the supply cable has burnt from the date of power supply and the same status is continuing till date.

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

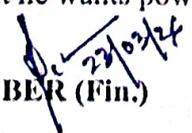
FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 04th Jan. 2018 and arrear outstanding upto Dec.-2025 is ₹ 42,739.19p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his lift irrigation point is under disconnection since the date of power supply to till date due to burnt of LT line cable but the OP has raised monthly bills during that disconnection period for which the arrear outstanding has been accumulated. In this regard, the OP requested for seven days time for a detailed field inspection & submission of report. The OP has made a field inspection on 19th Jan. 2026 and submitted the PVR and written version on 12th Mar. 2026 before the Forum.

The Forum has gone through the documents submitted by both the parties. The OP submitted that they have made field inspection on 19th Jan. 2026 and found that due to burnt of LT line cable from the initial date of power supply, the consumer has not availed power supply till date. As on date, there is no power supply as well as there is no meter in the consumer premises. The inspection report along with written version submitted by OP has been taken into record.

From the above submission of OP, it is clear evident that due to fault in LT line cable, there is no power supply to the consumer premises from the date of power supply to till date. Hence, the bills raised during that period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances. During the course of hearing, the consumer represented that he wants power supply in the same premises for lift irrigation purpose.


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 energy bills raised to the consumer from the date of power supply to till date must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied as per OERC Regulation as the consumer wants to restore power supply in the same premises.
2. The OP has the liberty to restore supply only after compliance of departmental formalities.

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 Birat Biswal, At/Po-Rengali, Via-Agalpur, Dist-Bolangir-767022.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."