

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/ 463(5)

Dated, the 09th July'2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)



1	Case No.	Complaint Case No. BGR/321/2026																																			
2	Complainant/s	Name & Address Sri Anand Kumar Patel, For Sri Manoranjan Patel, At-Bahali, Po-Mursingh, Via-Deogaon, Dist-Bolangir		Consumer No 911001022164	Contact No. 9853926539																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	07.07.2026																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td></td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>√</td> <td>4. Contract Demand / Connected Load</td> <td></td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td></td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td></td> </tr> <tr> <td>7. Interruptions</td> <td></td> <td>8. Metering</td> <td></td> </tr> <tr> <td>9. New Connection</td> <td></td> <td>10. Quality of Supply & GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td></td> <td>12. Shifting of Service Connection & equipments</td> <td></td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td></td> <td>14. Voltage Fluctuations</td> <td></td> </tr> <tr> <td colspan="4">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																																				
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8	Date(s) of Hearing	07.07.2026																																			
9	Date of Order	09.07.2026																																			
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 Deogaon

Appeared:

For the Complainant -Sri Anand Kumar Patel

For the Respondent -Sri Dipak Kumar Kar, Accountant (Auth. Representative)

Complaint Case No. BGR/321/2026

Sri Anand Kumar Patel,
For Sri Manoranjan Patel,
At-Bahali, Po-Mursingh,
Via-Deogaon, Dist-Bolangir
Con. No. 911001022164

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.09.07.2026)

During Camp Court hearing at Deogaon Section office on 07th Jul. 2026, the representative of the consumer Shri Ananda Kumar Patel was present & Shri Dipak Kumar Kar, Accountant, Balangir Division was present as authorized representative on behalf of opposite party.

The complainant was appealed before the Forum for withdrawal of bills from the initial date as he was not availed power supply due to collapse of the said borewell.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 07.07.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he has been served with false energy bill from the date of supply to till date where he has not availed power supply due to collapse of borewell. In this regard, he was submitted of Asst. Executive Engineer, LI sub-vision vide letter no. 95, dated 12.05.2026. For that, the arrear outstanding has been accumulated to ₹ 50,288.68p upto May-2026. 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 Jul-2016. The billing dispute raised by the complainant for the false billing from the date of supply i.e. from 23rd Jul. 2016 to till date is a genuine dispute. After receipt of consumer complainant, the OP inspected the premises on 03rd Jun. 2026 and found that the consumer has not availed power supply from the beginning due to collapse of borewell.

Considering the above, the OP requested before the Forum for withdrawal of bill 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 23rd Jul. 2016 and total outstanding upto May-2026 is ₹ 50,288.68p. As complained by the complainant and submission of OP, it is observed by the Forum that,

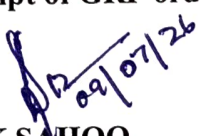
1. The consumer represented that due to collapse & defunct of the said deep borewell, he has not availed power supply from the beginning and the same status is continuing till date and represented that the said project is not running since the beginning. In supportive of this, he has submitted a letter of Asst. Executive Engineer, L.I. Sub-division, Balangir vide letter no. 95 dated 12th May 2026 that the said deep bore well project is not running since the beginning due to collapse of the said point.
2. The OP has also inspected the premises on 03rd Jun. 2026 and admitted the facts certified by Asst. Executive Engineer, L.I. Division, Balangir.
3. From the above report, it is clear that the said lift irrigation point has not been operated since the beginning i.e. 23rd Jul. 2016 to till date and the bill raised during this period needs to be withdrawn.
4. During the hearing process, the representative of the consumer submitted that there is no power supply but false billing is going on.

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 number should be tagged under PDC category in the billing software as the consumer has not availed power supply since the beginning due to collapse of motor and the initial period of agreement has completed.
2. The energy bills raised to the consumer from 23rd Jul. 2016 to till date is to be waived. Only MMFC and other statutory charges is to be levied till the date of PDC as per Cl-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 Anand Kumar Patel, At-Bahali, Po-Mursingh, Via-Deogaon, Dist-Bolangir-767029.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”