



**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/ 476 (5)

Dated, the 15<sup>th</sup> July'2026

**Corum:**

Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

|                                                                                     |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |                                                               |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
|-------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------------------------------------------|-------------|------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------------------|-----------|-------------------------------------------|------------------------------------------------------|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|-------------------------------------------------|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1                                                                                   | Case No.                                             | Complaint Case No. BGR/333/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |                                                               |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 2                                                                                   | Complainant/s                                        | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |            | Consumer No                                                   | Contact No. |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
|                                                                                     |                                                      | Sri Jitendra Naik,<br>At-Kutumdola, Po-Jhankarpali,<br>Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |            | 911001021171                                                  | 6370799511  |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 3                                                                                   | Respondent/s                                         | Name<br>S.D.O (Elect.), No. II, TPWODL, Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |            | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 4                                                                                   | Date of Application                                  | 10.07.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                               |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) – |  |  |
| 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                      | <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 |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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                                                                           |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |                                                               |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 8                                                                                   | Date(s) of Hearing                                   | 10.07.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                               |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 Chhatamakhna

**Appeared:**

**For the Complainant** - Sri Jitendra Naik  
**For the Respondent** - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/333/2026**

Sri Jitendra Naik,  
At-Kutumdola, Po-Jhankarpali,  
Dist-Bolangir  
Con. No. 911001021171

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

**OPPOSITE PARTY**

**ORDER**

**(Dt.15.07.2026)**

During Camp Court hearing at Chatamakhna Section office on 10<sup>th</sup> Jul. 2026, the consumer Shri Jitendra Naik was present & Shri Sunil Kumar Swain, SDO-II, Bolangir was present as opposite party.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 10.07.2026**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Jitendra Naik who is a LT-Dom. consumer availing a CD of 2.5 KW. He was disputed that power supply to his lift irrigation premises has been disconnected since beginning due to defunct of borewell, 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 Chudapali section of Bolangir-II 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 ₹ 50,736.13p upto Apr-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-Irr. consumer availing power supply since Jul-2014. The billing dispute raised by the complainant for the fictitious billing during power supply disconnection period has no base. In this regard, the OP submitted the inspection report dated 12<sup>th</sup> Jun. 2026 which reveals that power supply was there till 12<sup>th</sup> Jun. 2026.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and to pass order as deemed fit.

**MEMBER (Fm.)**

**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 20<sup>th</sup> Jul. 2014 and total outstanding upto Apr.-2026 is ₹ 50,736.13p. 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 since beginning due to defunct of borewell where the OP has raised fictitious bill during that period till Apr-2026 which requires to be withdrawn. In support to that, the OP submitted the report of Asst. Executive Engineer, LI Sub-division, Bolangir vide letter no. 16, dated 01<sup>st</sup> Feb. 2025 that the DBW project is not in operable condition due to borewell defunct from 18.12.2015 (as per system). The OP submitted with physical inspection report dated 12<sup>th</sup> Jun. 2026 that line disconnected at site and wrongly generated the bill so process for bill revision.

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 27<sup>th</sup> May 2026. Also, it is observed that meter replacement has made two times, i.e. on 13<sup>th</sup> Feb. 2024 with new meter no. TWSC59007217 and on 10<sup>th</sup> Jun. 2025 with new meter no. TWSC59035202. Hence, the Forum is of the opinion that power supply was there for which meter replacement has been done two times. In this regard, the report of L.I. Sub-division dated 01<sup>st</sup> Feb. 2025 that “**AS PER SYSTEM**” is not a conclusive statement and hence the Forum is not accepted as a record of evidence. Also, it is observed that as per FG billing report of OP, power supply has been disconnected on 27<sup>th</sup> May 2026.

| DISCONNECTION / RECONNECTION DETAILS |                                |                                  |                                    |                                  |                                |                                |                                  |                                    |                                  |
|--------------------------------------|--------------------------------|----------------------------------|------------------------------------|----------------------------------|--------------------------------|--------------------------------|----------------------------------|------------------------------------|----------------------------------|
| Disconnection Date                   | Disconnection Time             | Disconnection Reason             | Disconnection Category             | Disconnection Status             | Reconnection Date              | Reconnection Time              | Reconnection Reason              | Reconnection Status                | Reconnection Category            |
| 27 May 2026                          | 27 May 2026                    | DC DUE TO APPEAR                 | Sardanda Bag (BAssocata)           | -                                | 0                              | 0                              | 0                                | 0                                  | 0                                |
| BILL STOP / DISMANTLEMENT DETAILS    |                                |                                  |                                    |                                  |                                |                                |                                  |                                    |                                  |
| Bill Stop / Dismantlement Date       | Bill Stop / Dismantlement Time | Bill Stop / Dismantlement Reason | Bill Stop / Dismantlement Category | Bill Stop / Dismantlement Status | Bill Stop / Dismantlement Date | Bill Stop / Dismantlement Time | Bill Stop / Dismantlement Reason | Bill Stop / Dismantlement Category | Bill Stop / Dismantlement Status |

Hence, the Forum is of the opinion that power supply to the consumer has been disconnected on 27<sup>th</sup> May 2026.

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.

**The energy bills raised by the OP to the consumer has no error and the consumer is liable to pay the same. Hence, the petition of the complainant is hereby rejected.**

Case is disposed off accordingly.

  
**P.K.SAHOO**  
**MEMBER (Fin.)**

  
**S.K.NANDA**  
**PRESIDENT**

Copy to: -

1. Sri Jitendra Naik, At-Kutumdola, Po-Jhankarpali, Dist-Bolangir-767065.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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](http://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.”**