



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର
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/ **493(5)**

Dated, the **23rd July'2026**

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

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

1	Case No.	Complaint Case No. BGR/336/2026																											
2	Complainant/s	Name & Address Sri Parthaba Suna, For Sri Dasmu Suna, At/Po-Kushmel, Via-Chandanbhati, Dist-Bolangir		Consumer No 911212150353	Contact No. 9937261944																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, 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 & 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	10.07.2026																											
9	Date of Order	23.07.2026																											
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 Parthaba Suna

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

Complaint Case No. BGR/336/2026

Sri Parthaba Suna,
For Sri Dasmu Suna,
At/Po-Kushmel, Via-Chandanbhati,
Dist-Bolangir
Con. No. 911212150353

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.23.07.2026)

During Camp Court hearing at Chatamakhna Section Office on 10th Jul. 2026, the representative of the consumer Shri Parthaba Suna was present & Shri Sunil Kumar Swain, SDO-II, Balangir 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 representative of the consumer Shri Parthaba Suna who is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed that power supply to his premises was under disconnection from the year 2021 to 2026. After deposit of reconnection fees on 08th Jun. 2026, power supply has been reconnected but the OP has raised monthly energy bill during that disconnection period and appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna Section of Balangir-II Sub-division. The complainant reiterated the disputes as stated above 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 Oct-2016. The billing dispute raised by the complainant regarding disconnection & reconnection supported with money receipt is a genuine one. The consumer was deposited the required RC fees on 08th Jun. 2026 for restoration of power supply. However, regarding power supply disconnection date requires field verification for which seven days time may be allowed to make field verification.

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP inspected the consumer premises on the same day and submitted the report before the Forum and certified that the power supply to the consumer premises was under disconnection from Aug-2021 to May-2026. The report submitted by OP dated 10th Jul. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. As per record, the consumer has availed power supply since 20th Oct. 2016 and total outstanding upto Jun-2026 is ₹ 17,589.08p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his premises was under disconnection from the year 2021 to May-2026. He has got reconnection on 08th Jun. 2026 after deposit of RC fees of ₹ 300/- vide MR no. 44743508062601010002. But after power supply disconnection, the OP has raised bills regularly due to which the arrear outstanding has been accumulated. Against that, the OP was asked seven day time to verify the matter and will make field inspection. The OP inspected the premises the premises on 10th Jul. 2026 and submitted the report before the Forum. The abstract of the report is,

"As per field verification with lineman above consumer line was disconnect from Aug-2021 to May-2026."

The inspection report dated 10th Jul. 2026 submitted by OP has been taken into record.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from Aug-2021 to May-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.

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 Aug-2021 to May-2026 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied.
2. All sundries and adjustments (if any) 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 Parthaba Suna, At/Po-Kushmel, Via-Chandanbhati, 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 → 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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."