



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/ 88 (5)

Dated, the 19/02/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/34/2026		
2	Complainant/s	Name & Address Sri Jadab Suna, For Sri Dhananjaya Bhoi, At-Ghuchipali, Po-Nagaon (A), Via-Agalpur, Dist-Bolangir	Consumer No 911001020669	Contact No. 7608978717
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	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		
9	Date of Order	19.02.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

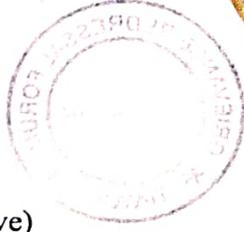
PRESIDENT

Place of Hearing: Camp Court at Agalpur



Appeared:

For the Complainant - Sri Jadab Suna
For the Respondent - Sri Srikanta Satpathy, AFM, BED (Representative)



Complaint Case No. BGR/34/2026

Sri Jadab Suna,
For Sri Dhananjaya Bhoi,
At-Ghuchipali, Po-Nagaon (A),
Via-Agalpur, Dist-Bolangir
Con. No. 911001020669

- COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- OPPOSITE PARTY

ORDER
(Dt.19.02.2026)

During Camp Court hearing at Agalpur Section office on 17th Jan. 2026, the representative of the consumer Sri Jadab Suna was present & Shri Srikant Satpathy, Asst. Manager (Fin. & Com.), Bolangir Division was present as opposite party on behalf of Executive Engineer, BED-Balangir.

HISTORY OF THE CASE

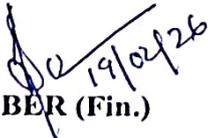
The Complaint petition filed by the representative of the consumer Shri Jadab Suna who is a LT-Irr. consumer availing a CD of 11.5 KW. He has disputed that power supply to his irrigation point is under disconnection since Feb.-2017 but fictitious bills have been raised regularly and appealed before the Forum for withdrawal of bills during no power supply period. Also, he wants reconnection to the said LI point. 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 complainant represented that power supply to his LI point is under disconnection since Feb-2017 but the OP is raising fictitious bills every month. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 3,05,590.40p upto Jun-2023. The complainant also submitted the letter of certification of LI dept. vide letter no. 59, dated 11th Jan. 2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill. Also, the complainant requested before the Forum for reconnection of power supply.


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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 Nov-2011. The billing dispute raised by the complainant for the billing done during non-availing power supply period is a genuine dispute. As the matter requires field verification, seven days time may be allowed to submit a detailed report before the Forum.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 11.5 KW. As per record, the consumer has availed power supply since 15th Nov. 2011 and arrear outstanding upto Jun.-2023 is ₹ 3,05,590.40p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his LI point is under disconnection from Feb.-2017 and still is under disconnection till date. But the OP is raising monthly bills regularly for which the arrear outstanding has been accumulated to ₹ 3,05,590.40p upto Jun.-2023, thereafter, no further bill has been generated. The complainant also submitted the letter of Asst. Executive Engineer, LI Sub-division, Balangir vide letter no. 59 dated 11th Jan. 2024. In this regard, the OP requested for seven days time for a detailed field inspection & submission of report. The OP failed to submit the report till date. Hence, the Forum is of the opinion that the OP is nothing to say in this regard and the matter is to be decided as per available documents.

The Forum has gone through the documents submitted by both the parties. The complainant represented time & again to revise his disputed bill and reconnection of power supply. In the letter of Asst. Executive Engineer, LI Sub-division, Balangir as stated above, they have certified that there is break-down of power supply, the project is temporary defunct now and certified that there is no power supply from 01.02.2017 to 30.09.2023.

The Forum analysed the billing data and found that the last bill has been generated on Jun-2023 with total outstanding amount of ₹ 3,03,590.40p, thereafter no bill has been generated. Also, the FG billing data shows that the billing status is BS (Bill stopped). Also, after disconnection of power supply, the security deposit amount of 3,519.06p has been adjusted against arrear outstanding on Feb.-2024 bill and as on date there is no security money available with TPWODL. In this regard, Cl-49 of OERC Distribution Code-2019 is extracted below,

Termination of Agreement

49. (i) *If power supply to any consumer remains disconnected for a period of two months or above for non-payment of charges or dues or non-compliance of any direction issued under this Code, and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee/supplier with the consumer for power supply shall be deemed to have been terminated on expiry of the said period of two months, without notice provided initial period of agreement is over.*

(ii) *On termination of the agreement, the licensee/supplier shall be entitled to remove the service line and other installation for supply of power from the premises of the consumer.*

MEMBER (Fin.)

PRESIDENT

(iii) After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as a fresh application for connection and would be entertained only after all outstanding dues have been cleared.

The consumer has availed power supply on 15th Nov. 2011 and the initial period of agreement is effective till Dec-2016. After that, as the power supply is under disconnection since 01st Feb. 2017, power supply deemed to be terminated from Apr-2017. The OP also adjusted the existing SD with arrear outstanding amount. Now, the consumer has applied for reconnection of power supply and the OP has no objection for continuation of agreement, the Forum allows to continue the existing agreement. Also, from the submission of PVR & written version, it is clear evident that, there is no power supply to the consumer premises since 01st Feb. 2017 to till date. Hence, the bills raised since 01st Apr. 2017 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 01st Apr. 2017 to Jun-2023 must be withdrawn as there is no power supply to the consumer premises.
2. Only MMFC and other statutory charges is to be levied for the month of Feb. & Mar.-2017 as per OERC Regulation.
3. DPS is to be levied as per OERC Regulation.
4. If the consumer wants for continuance of existing power supply agreement, the OP is advised for feasibility of power supply, payment of required security deposit, deposit of MMFC and other statutory charges from Apr-2017 to till the date of restoration of power supply and observing departmental formalities along with execution of renewal of agreement.
5. 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 Jadab Suna, At-Ghuchipali, Po-Nagaon (A), Via-Agalpur, Dist-Bolangir-767022.
2. Executive Engineer, Bolangir Electrical Division, , 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."