



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/ 57

Dated, the 31/01/2026

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

| | | | | |
|----|--|---|---|---------------------------|
| 1 | Case No. | Complaint Case No. BGR/35/2026 | | |
| 2 | Complainant/s | Name & Address Sri Suren Juadi, At-Kendumundi, Po-Jharnipali, Via-Loisingha, Dist-Bolangir | Consumer No 911312100331 | Contact No. 7683934584 |
| 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 | | |
| 9 | Date of Order | 31.01.2026 | | |
| 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 Kendumundi

Appeared:

For the Complainant -Sri Suren Juadi
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (El.), Loisingha

Complaint Case No. BGR/35/2026

Sri Suren Juadi,
At-Kendumundi, Po-Jharnipali,
Via-Loisingha, Dist-Bolangir
Con. No. 911312100331

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

**ORDER
(Dt.31.01.2026)**

During Camp Court hearing at Kendumundi PSS on 17th Jan. 2026, the consumer Sri Suren Juadi was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Suren Juadi who is an LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that power supply to his premises has been given in Sep.-2024 but false energy bills have been generated from Nov.-2018 and appealed before the Forum for withdrawal of bills during no power supply period. 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 he has been served with false bills from Nov-2018 to Sep-2024 where power supply was not released to his domestic premises. For that false bills, the arrear has been accumulated to ₹ 7,070.61p upto Dec-2025. 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-Domestic consumer availing power supply since Nov.-2018. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed for field verification.

[Signature]
MEMBER (Fin.)
31/01/26

[Signature]
PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. As per record, the consumer has availed power supply since 29th Nov. 2018 and total outstanding upto Dec-2025 is ₹ 7,070.61p. As complained by the complainant and submission of OP, the following observed by the Forum.

As per billing data, power supply to the consumer has been released on 29th Nov. 2018 but the consumer disputed that power supply to his premises has been released in Sep.-2024. Against that, the OP was asked seven days time to verify the matter and will conduct field inspection. They undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 19th Jan. 2026 and submitted the report before the Forum on 22nd Jan. 2026 and certified that the consumer has availed power supply on 26th Sep. 2024. The inspection report dated 19th Jan. 2026 submitted by SDO-Loisingha has been taken into record.

The Forum analysed the billing ledger and documents submitted by both the parties. In response to the inspection report dated 19th Jan. 2026 submitted by OP, it is clearly evident that power supply has been given to the consumer on 26th Sep. 2024. Hence, the bills raised during no power 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 29th Nov. 2018 to 25th Sep. 2024 must be withdrawn as there was no power supply in the consumer's premises.
2. The consumer is liable to pay the new service connection charges of ₹ 500/- as he has availed power supply under "SOUBHAGYA SCHEME" which is a special scheme announced by Government of Odisha during that time.
3. DPS is to be levied as per OERC Regulation.
4. 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 Suren Juadi, At-Kendumundi, Po-Jharnipali, Via-Loisingha, Dist-Bolangir-767061.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."