



## **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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

680<sup>6</sup>

Dated, the

17/09/2025

**Corum:**

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/464/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nandi Mishra, At/Po-Mahada, Via-B.M.Pur, Dist-Sonepur		915202052364	8455870321																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.08.2025																											
5	In the matter of-	<table><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><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</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) 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																		
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	21.08.2025																											
9	Date of Order	17.09.2025																											
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 B.M.Pur

**Appeared:**

**For the Complainant** - Sri Nandi Mishra  
**For the Respondent** - Sri Abadhut Pradhan, AM (F&C) (Representative)

**Complaint Case No. BGR/464/2025**

Sri Nandi Mishra,  
At/Po-Mahada, Via-B.M.Pur,  
Dist-Sonepur  
Con. No. 915202052364

- **COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

- **OPPOSITE PARTY**

**ORDER**

**(Dt.17.09.2025)**

During Camp Court hearing at B M Pur Sub-division office on 21<sup>st</sup> Aug. 2025, the consumer Shri Nandi Mishra was present & Shri Abadhut Pradhan, Asst. Manager (Fin. & Com.) was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Nandi Mishra who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that he has not availed power supply against the above-stated consumer no. since the beginning but energy bills have been raised since Feb.-2019 and appealed before the Forum for withdrawal of bills as he is not availing power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.08.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-B M Pur section of B M Pur Sub-division. The complainant represented that he has not availed power supply since the beginning but energy bills are being served regularly. For that false bills, the arrear has been accumulated to ₹ 34,754.63p upto Aug.-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 Feb.-2019. 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 to make field verification.

  
**MEMBER (Fin.)**

  
**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 1 KW. As per record, the consumer has availed power supply since 20<sup>th</sup> Feb. 2019 and total outstanding upto Aug-2025 is ₹ 34,754.63p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been released on 20<sup>th</sup> Feb. 2019 but the consumer disputed that power supply to his premises has not been given since the beginning. Against that, the OP was asked seven days time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 06<sup>th</sup> Sep. 2025 and submitted the report on 11<sup>th</sup> Sep. 2025 and certified that the power supply to the consumer premises has not given since the beginning rather the consumer is availing power supply against con. No. 9152-0206-0214. The inspection report dated 06<sup>th</sup> Sep. 2025 submitted by ESO-B M Pur has been taken into record.

From the above, it is clearly evident that power supply to the complainant has not been released from the beginning and fictitious bills are being raised till date. Hence, the bills raised till date needs bill revision as per OERC Dist. (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.

**The energy bills raised to the consumer from 20<sup>th</sup> Feb. 2019 to till date must be withdrawn as there is no power supply to the consumer premises. Also, the consumer no. must be tagged with PDC category.**

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.)**

**K.B.SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Nandi Mishra, At/Po-Mahada, Via-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."**