



## 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/ 222<sup>65</sup>

Dated, the 26/11/2025

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/542/2025																										
2	Complainant/s	Name & Address Sri Arabinda Rana, For Smt. Gita Rana, At/Po-Naren, Via-Kholan, Dist-Bolangir	Consumer No 912001025388	Contact No. 8457023994																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	15.10.2025																										
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) –		
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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) <u>155, 157</u></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) <u>155, 157</u>	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	15.10.2025	22.10.2025	19.11.2025																								
9	Date of Order	26.11.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant -Sri Arabinda Rana  
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (El.), Titilagarh  
Sri Hitesh Kumar Dhal, OAG-II (Auth. Representative)



**Complaint Case No. BGR/542/2025**

Sri Arabinda Rana,  
For Smt. Gita Rana,  
At/Po-Naren, Via-Kholan  
Dist-Bolangir  
Con. No. 912001025388

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.26.11.2025)**

During Camp Court hearing at Titilagarh division office on 15<sup>th</sup> Oct. 2025, the representative of the consumer Sri Arabinda Rana was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Arabinda Rana who is a LT-Irr. consumer availing a CD of 2.5 KW. He has represented that power supply to his LI point was not in operation after two years of energization but fictitious energy bills have been raised every month and appealed before the Forum for withdrawal of such bills during no power supply period. The complainant needs suitable bill revision for the said period.

**PROCEEDING OF HEARING DATED : 15.10.2025**

**Appeared:**

For the Complainant -Sri Arabinda Rana  
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (El.), Titilagarh

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The complainant represented that he has been served with fictitious bills from the year 2013 to Oct-2024 where there is no power supply to his LI point. For that false bills, the arrear outstanding has been accumulated to ₹ 15,735.80p upto Sep.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

**PREVIOUS COMPLAINS IF ANY :**

Letter dated 16<sup>th</sup> Jan. 2025 addressed to the OP.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



### **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.-2013. The billing dispute raised by the complainant for the transformer burnt period requires field verification and office record for which seven day time may be allowed.

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

### **OBSERVATION OF THE FORUM**

Considering the submission of OP, the case was adjourned to 22<sup>nd</sup> Oct. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

### **PROCEEDING OF HEARING DATED : 22.10.2025**

#### **Appeared:**

**For the Complainant** – Sri Arabinda Rana  
**For the Respondent** – **ABSENT**

During hearing conducted at Forum office on 22<sup>nd</sup> Oct. 2025, the representative of the consumer Shri Arabinda Rana was present. The OP intimated the Forum vide letter no. 256, dated 22<sup>nd</sup> Oct. 2025 for allowing some more time for tracing of important documents related to this case and requested for some other date.

Considering this, the case was adjourned to 19<sup>th</sup> Nov. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

During hearing conducted at Forum office on 19<sup>th</sup> Nov. 2025, the representative of the consumer Shri Arabinda Rana was present & Shri Hitesh Kumar Dhal, OAG-II, Authorised representative for SDO-Titilagarh was present as opposite party.

### **HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Arabinda Rana reiterated the billing dispute and appealed before the Forum for suitable bill revision for the said period.

The case was heard in detail.

### **PROCEEDING OF HEARING DATED : 19.11.2025**

#### **Appeared:**

**For the Complainant** – Sri Arabinda Rana  
**For the Respondent** – Sri Hitesh Kumar Dhal, OAG-II (Auth. Representative)

### **SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The complainant represented that he has been served with fictitious bills from the year 2013 to Oct-2024 where there is no power supply to his LI point. For that false bills, the arrear outstanding has been accumulated to ₹ 15,735.80p upto Sep.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**

  
**PRESIDENT**

### **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.-2013. The billing dispute raised by the complainant for the false billing about no power supply period is a genuine dispute. As per field verification report, the said LI point was under disconnection from the year 2018 to June-2024.

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

### **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 04<sup>th</sup> Nov. 2013 and total outstanding upto Sep.-2025 is ₹ 15,735.80p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that due to burnt of motor, the said LI point was not in operation after two year of energization. Subsequently, the transformer was burnt and replaced in Oct-2024. In the meanwhile, he has deposited ₹ 30,000/- with RC of ₹ 708/- on 27<sup>th</sup> Jun. 2024 for restoration of power supply. Against that, the OP has verified the premises alongwith office record and certified that power supply was under disconnection from the year 2018 to Jun-2024. The inspection report dated 17<sup>th</sup> Nov. 2025 submitted by SDO-Titilagarh has been taken into record.

The Forum analysed the billing ledger alongwith the documents submitted by both the parties. It is observed with the letter of Asst. Executive Engineer, L.I. Sub-division vide his letter dated 223, dated 17<sup>th</sup> Nov. 2025 that the said DBW project is not in operatable condition due to sub-station issue from 15<sup>th</sup> Aug. 2015 to 12<sup>th</sup> Mar. 2024. From the above-stated certification of LI sub-division, it is clear that the consumer has not availed power supply from 15<sup>th</sup> Aug. 2015 to 12<sup>th</sup> Mar. 2024.

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 15<sup>th</sup> Aug. 2015 to 12<sup>th</sup> Mar. 2024 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges is to be charged for the said period.
2. DPS is to be levied as per OERC Regulation.
3. 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.

  
K.S.PADIHEE

CO-OPTED MEMBER

  
P.K.SAHOO

MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Arabinda Rana, At/Po-Naren, Via-Kholan, Dist-Bolangir-767066.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."**