



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/ 825/09

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/555/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Sri Siba Shankar Sadangi, For Late Krushna Chandra Sadangi, At-Mandiapadar, Po-Hirapur, Via-Loisingha, Dist-Bolangir		911001023937	9776582538		
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir			
4	Date of Application	29.10.2025					
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	19.11.2025					
9	Date of Order	26.11.2025					
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>		Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	Nil					

CO-OPTED MEMBER

MEMBER (Pln.)

PRESIDENT



Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Siba Shankar Sadangi
For the Respondent -Sri Srikanta Satpathy, AFM (Representative)

Complaint Case No. BGR/555/2025

Sri Siba Shankar Sadangi,
For Late Krushna Chandra Sadangi,
At-Mandiapadar, Po-Hirapur,
Via-Loisingha, Dist-Bolangir
Con. No. 911001023937

COMPLAINANT

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.26.11.2025)

The complainant has appealed before the Forum for withdrawal of bills from the initial date as he has not availed power supply due to collapse of the said borewell. Accordingly, hearing date has been fixed on 19th Nov. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During the hearing conducted at Forum office on 19th Nov. 2025, the representative of the consumer Shri Siba Shankar Sadangi was present & Shri Srikant Satpathy, Asst. Manager (Fin. & Com.), Balangir division was present on behalf of opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Chatamakhna section of Balangir-II Sub-division. The consumer represented that he has been served with false energy bill from the date of supply to till date where he has not availed power supply due to collapse of borewell. In this regard, he has submitted a report of Asst. Executive Engineer, LI sub-division vide letter no. 206, dated 28.10.2025. For that, the arrear outstanding has been accumulated to ₹ 47,329.34p upto Sep.-2025. The complainant raised dispute against the said bill 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 documents. On defence, he intimated that the consumer is a LT-Lift. Irr. consumer availing power supply since Aug.-2015. The billing dispute raised by the complainant for the false billing from the date of supply i.e. from 31st Aug. 2015 to till date is a genuine dispute. After receipt of notice from the learned Forum, the OP inspected the premises on 15th Nov. 2025 and found that power supply to the said point has not been charged till date.

Considering the above, the OP requested before the Forum for withdrawal of bill and 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 31st Aug. 2015 and total outstanding upto Sep.-2025 is ₹ 47,329.34p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that due to collapse & defunct of the said deep borewell, he has not availed power supply from the beginning and the same status is continuing till date and represented that the said project is not running since the beginning. In supportive of this, he has submitted a letter of Asst. Executive Engineer, L.I. Sub-division, Balangir vide letter no. 206 dated 28th Oct. 2025 that the said deep bore well project is not running since the beginning due to collapse of the said point.
2. The OP has also inspected the premises on 15th Nov. 2025 and admitted the facts certified by Asst. Executive Engineer, L.I. Division, Balangir.
3. From the above report, it is clear that the said lift irrigation point has not been operated since the beginning i.e. 31st Aug. 2015 to till date and the bill raised during this period needs withdrawn.
4. During the hearing process, the representative of the consumer submitted that there is no power supply but false billing is going on.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under Cl-155 & 157 of OERC Distribution 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 consumer number should be tagged under PDC category in the billing software as power supply to the consumer has not been given due to collapse of motor.
2. The energy bills raised to the consumer from 31st Aug. 2015 to till date is to be waived. Only MMFC is to be charged till the date of PDC as per Cl-1 of the standard agreement executed by the petitioner with the opposite party. A final bill is to be prepared and served to the consumer for making payment.

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT



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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Siba Shankar Sadangi, At-Mandiapadar, Po-Hirapur, Via-Loisingha, Dist-Bolangir-767020.
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 Forum."