



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/

797⁽⁵⁾

Dated, the

11/11/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

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

1	Case No.	Complaint Case No. BGR/565/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Dambarudhar Meher, At-Satighat, Po-Dumerpita, Via-Bhainsa, Dist-Bolangir		911211070585	9337827225																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.11.2025																											
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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><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																		
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8	Date(s) of Hearing	06.11.2025																											
9	Date of Order	11.11.2025																											
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: Camp Court at Chudapali

Appeared:

For the Complainant

–Sri Dambarudhar Meher

For the Respondent

–Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/565/2025

Sri Dambarudhar Meher,
At-Satighat, Po-Dumerpita,
Via-Bhainsa, Dist-Bolangir
Con. No. 911211070585

-

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

-

OPPOSITE PARTY

ORDER

(Dt.11.11.2025)

During Camp Court hearing at Barapudugia under Chudapali Section on 06th Nov. 2025, the consumer Shri Dambarudhar Meher was present & Shri Sunil Kumar Swain, SDO-Balangir II Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Dambarudhar Meher who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that he has not availed power supply till date but the OP has raised false bill in his name and appealed before the Forum for withdrawal of all bills pending in his name. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 06.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir-II Sub-division. The complainant represented that he has been served with false bills from Sep-2018 to May-2024 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 14,587.90p upto May-2024. 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 Sep-2018. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven day time may be allowed to make field verification.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 day 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 12th Sep. 2018 and total outstanding upto May-2024 is ₹ 14,587.90p. 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 12th Sep. 2018 but the consumer disputed that power supply to his premises has not been released till date. 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 the premises on the same day and submitted the report before the Forum and certified that power supply to the complainant has not been released till date. The inspection report dated 06th Nov. 2025 submitted by SDO-II, Balangir has been taken into record.

From the above, it is clear evident that power supply has not been released till date. Hence, all bills raised against the complainant needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

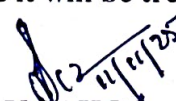
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the complainant from 12th Sep. 2018 to May-2024 must be withdrawn as there was no power supply to the consumer premises.
2. The electrical connection no. 9112-1107-0585 must be kept under PDC category w.e.f. May-2024 as there is no bill raised thereafter.

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.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Dambarudhar Meher, At-Satighat, Po-Dumerpita, Via-Bhainsa, Dist-Bolangir-767048.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."