



## 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/ 876

Dated, the 22/12/2025

**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/597/2025																										
2	Complainant/s	Name & Address Sri Sunil Sa, For Sri Sarbe Sa, At-Sirabahal, Po-Udar, Via-Jarasingha, Dist-Bolangir	Consumer No 911001024315	Contact No. 9777579354																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	24.11.2025																										
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 &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><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	11.12.2025																										
9	Date of Order	22.12.2025																										
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 Sunil Sa  
**For the Respondent** - Sri Narottam Maharana, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/597/2025**

Sri Sunil Sa,  
For Sri Sarbe Sa,  
At-Sirabahal, Po-Udar,  
Via-Jarasingha, Dist-Bolangir  
Con. No. 911001024315

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.22.12.2025)**

The complainant has appealed before the Forum for withdrawal of bills from the beginning as he has not availed power supply rather he is availing power supply through solar system. Accordingly, hearing date has been fixed on 11<sup>th</sup> Dec. 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 11<sup>th</sup> Dec. 2025, the representative of the consumer Shri Sunil Sa was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 11.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Deogaon section of Tusura 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 rather he is availing power supply through solar energy. In this regard, he has submitted the letter of Asst. Executive Engineer, LI sub-division, Balangir vide letter no. 230, dated 27.11.2025. For that, the arrear outstanding has been accumulated to ₹ 50,733.21p upto Oct.-2025. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of bill.

**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 Jul-2016. The billing dispute raised by the complainant for the false billing from the date of supply i.e. from 08<sup>th</sup> Jul. 2016 to till date is a genuine dispute. After receipt of notice from the learned Forum, the OP inspected the premises on 09<sup>th</sup> Dec. 2025 and found that the consumer is availing power supply through solar made and there is neither any TPWODL power supply nor any meter at the consumer premises.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



Considering the above, the OP requested before the Forum to consider this and 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 08<sup>th</sup> Jul. 2016 and total outstanding upto Oct.-2025 is ₹ 50,733.21p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that he is availing power supply through solar mode from the beginning but the OP is raising false bill since Jul-2016 where he is not availing power supply from the OP. In supportive of this, he has submitted a letter of Asst. Executive Engineer, L.I. Sub-division, Balangir vide letter no. 230 dated 27<sup>th</sup> Nov. 2025 that the said DBW project is connected with solar system and he has not operated their borewell with electric system.
2. The OP has also inspected the premises on 09<sup>th</sup> Dec. 2025 and admitted the facts certified by Asst. Executive Engineer, L.I. Division, Balangir. Also, the OP certified that no electricity connection has given to him from the beginning.
3. From the above report, it is clear that the said lift irrigation point has not been operated through electricity since the beginning i.e. from the date of power supply to till date and the bill raised during this period needs to be withdrawn.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-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 there is no power supply connection given to the consumer
2. The energy bills raised to the consumer from the date of power supply i.e. 08<sup>th</sup> Jul. 2016 to till date is to be withdrawn in full.

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. PADUIE**  
CO-OPTED MEMBER

**P.K. SAHOO**  
MEMBER (Fin.)

**S.K. NANDA**  
PRESIDENT

Copy to: -

1. Sri Sunil Sa, At-Sirabahal, Po-Udar, Via-Jarasingha, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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](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."