



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/ 891/69

Dated, the 30/12/2025

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/620/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri R.Satyanarayana, For Smt. Rimal Bullamma, At-Phulmuthi, Po-Sankara, Via-Binka, Dist-Sonepur		915001030609	9492951390	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	12.12.2025				
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) <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		
8	Date(s) of Hearing	12.12.2025				
9	Date of Order	30.12.2025				
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 (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Binka

Appeared:

For the Complainant -Sri R.Satyanarayana
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka



Complaint Case No. BGR/620/2025

Sri R.Satyanarayana,
For Smt. Rimal Bullamma,
At-Phulmuthi, Po-Sankara,,
Via-Binka, Dist-Sonepur
Con. No. 915001030609

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.30.12.2025)

During camp court hearing at Binka Sub-division office on 12th Dec. 2025, the representative of the consumer Shri R. Satyanarayana appeared before the Forum & Shri Uday Shankar Patjoshi, SDO-Binka was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri R. Satyanarayana who is a LT-Irr. consumer availing a CD of 3 KW. He has represented that power supply to his LI point was under disconnection from Mar-2008 to Jan.-2025 but fictitious energy bills have been raised every month and appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Mahadevpali section of Binka Sub-division. The complainant represented that he has been served with fictitious bills from Mar.-2008 to Jan.-2025 where there is no power supply to his LI point. For that false bills, the arrear outstanding has been accumulated to ₹ 23,262.26p upto Nov.-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-Irr. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the for the power supply disconnection period requires field verification and office record for which seven day time may be allowed.

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.

OBSERVATION OF THE FORUM

Considering the submission of OP, seven days time was allowed to the OP to submit physical verification report alongwith written version and supportive documents.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 3 KW. As per record, the consumer has availed power supply prior to Apr-1999 and total outstanding upto Nov.-2025 is ₹ 23,262.26p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his said LI point was under disconnection from Mar.-2008 to Jan.-2025. Power supply has been restored on 24th Jan. 2025 after payment of ₹ 50,500/- . Against that, the OP has verified the premises alongwith office record and certified that power supply was under disconnection from Aug-2016 to 16th Jun. 2025. The inspection report dated 30th Dec. 2025 submitted by SDO-Binka has been taken into record.

The Forum analysed the billing ledger alongwith the documents submitted by both the parties. As per certification of OP along with local witness, power supply to the LI point was under disconnection from Aug.-2016 to 16th Jun. 2025. Hence, bill revision is required for the period pertaining to disconnection period.

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 Aug. 2015 to 16th Jun. 2025 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 R.Satyanarayana, At-Phulmuthi, Po-Sankara, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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 → 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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."