



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/

903

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/636/2025																											
2	Complainant/s	Name & Address Sri Bijaya Kumar Melli, For President, Chandi Pani Panchayat, At/Po-Ranisarda, Via-Loisingha, Dist-Bolangir		Consumer No 911001022391	Contact No. 9348987244																								
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	17.12.2025																											
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	17.12.2025																											
9	Date of Order	30.12.2025																											
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: Camp Court at Salebhata

Appeared:

For the Complainant - Sri Bijaya Kumar Melli
For the Respondent - Sri Srikanta Satpathy, AFM (Representative)

Complaint Case No. BGR/636/2025

Sri Bijaya Kumar Melli,
For President, Chandi Pani Panchayat,
At/Po-Ranisarda, Via-Loisingha,
Dist-Bolangir
Con. No. 911001022391

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.30.12.2025)

During Camp Court hearing at Salebhata PSS on 17th Dec. 2025, the representative of the LI point Shri Bijaya Kumar Melli was present & Shri Srikant Satpathy, Asst. Manager (Fin. & Com.), Bolangir division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bijaya Kumar Melli who is a LT-Irr. consumer availing a CD of 9.5 KW. He has disputed that power supply to his irrigation point was under disconnection since Sep-2017 but fictitious bills have been raised regularly and appealed before the Forum for withdrawal of bills during no power supply period. Also, he wants reconnection to the said LI point. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 17.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The complainant represented that he has applied for temporary disconnection of power supply on 07th Sep. 2017 and power supply has also been disconnected but the OP is raising fictitious bills every month. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 23,155.64p upto Nov-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill. Also, the complainant requested before the Forum for reconnection of power supply.

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 Jun-2016. The billing dispute raised

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PRESIDENT



by the complainant for the billing done during non-availing power supply period is a genuine dispute. As the matter requires field verification, seven days time may be allowed to submit a detailed report before the Forum.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 9.5 KW. As per record, the consumer has availed power supply since 10th Jun. 2016 and arrear outstanding upto Oct.-2025 is ₹ 23,155.6p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that he has applied for disconnection of power supply during Sep.-2017, accordingly he deposited the required DC fees of ₹ 600/- on 07th Sep. 2017 vide MR no. A9/9284184. Thereafter, power supply has been disconnected and is still under disconnection till date. But the OP is raising monthly bills regularly for which the arrear outstanding has been accumulated to ₹ 23,155.64p upto Oct.-2025. In this regard, the OP requested for seven days time for a detailed field inspection & submission of report. The OP has made a field inspection on 22nd Dec. 2025 and submitted the PVR and written version on the 23rd Dec. 2025 before the Forum.

The Forum has gone through the documents submitted by both the parties. The complainant represented time & again to redress his grievances and reconnection of power supply. The OP submitted that they have made field inspection on 22nd Dec. 2025 and found that the power supply to the consumer premises was under disconnection from 07th Sep. 2017 and as on date, there is no power supply to the consumer premises. Also, it is observed that the distribution transformer connected to the LI point is found healthy and feasible for restoration of power supply. The inspection report along with written version submitted by OP has been taken into record.

The Forum analysed the billing data and found that after disconnection of power supply, the security deposit amount has been adjusted against arrear outstanding and as on date there is no security money available with TPWODL. In this regard, Cl-49 of OERC Distribution Code-2019 is extracted below,

Termination of Agreement

49. (i) If power supply to any consumer remains disconnected for a period of two months or above for non-payment of charges or dues or non-compliance of any direction issued under this Code, and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee/supplier with the consumer for power supply shall be deemed to have been terminated on expiry of the said period of two months, without notice provided initial period of agreement is over.

(ii) On termination of the agreement, the licensee/supplier shall be entitled to remove the service line and other installation for supply of power from the premises of the consumer.

(iii) After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as a fresh application for connection and would be entertained only after all outstanding dues have been cleared.

The consumer has availed power supply on 10th Jun. 2016 and the initial period of agreement is effective till May-2021. After that, as the power supply is under disconnection since 07th Sep. 2017, power supply deemed to be terminated from May-2021. The OP also adjusted the existing SD with arrear outstanding amount. Now, the consumer has applied for reconnection of power supply and the OP has no objection for continuation of agreement, the Forum allows to continue the existing agreement. Also, from the submission of PVR & written version, it is clear evident that, there is no power supply to the consumer premises since 07th Sep. 2017 to till date.

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Hence, the bills raised since 07th Sep. 2017 needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

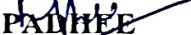
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.



1. The energy bills raised to the consumer from 07th Sep. 2017 to till date must be withdrawn as there is no power supply to the consumer premises. Only MMFC and other statutory charges to be levied as per OERC Regulation.
2. DPS is to be levied as per OERC Regulation.
3. Power supply to the consumer is to be restored only after payment of required security deposit, clearance of revised arrear outstanding and observing departmental formalities.
4. 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. PAHHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Bijaya Kumar Melli, At/Po-Ranisarda, 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 Forums."