

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/ 231⁽⁵⁾

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/110/2026																		
2	Complainant/s	Name & Address Sri Narendra Meher, For Smt. Ipsita Meher, At/Po-P.Rampur, Via-Patnagarh, Dist-Bolangir	Consumer No 912001026167	Contact No. 8270010409																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																	
4	Date of Application	09.03.2026																		
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment & apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply & GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">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) -	
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	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></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) <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										
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	09.03.2026																		
9	Date of Order	31.03.2026																		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent																
11	Details of Compensation awarded, if any.	Nil																		

MEMBER (Fin.)

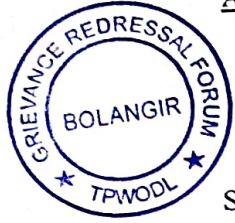
PRESIDENT



Place of Hearing: Camp Court at Patnagarh

Appeared:

For the Complainant - Sri Narendra Meher
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh



Complaint Case No. BGR/110/2026

Sri Narendra Meher,
For Smt. Ipsita Meher,
At/Po-P.Rampur, Via-Patnagarh,
Dist-Bolangir
Con. No. 912001026167

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.31.03.2026)

During Camp Court hearing at Patnagarh Sub-division Office on 09th Mar. 2026, the representative of the consumer Shri Narendra Meher was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Narendra Meher who is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed that power supply to his premises has been given during Dec-2025 but energy bills have been raised since Apr-2020 regularly 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 : 09.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The complainant represented that power supply to his lift irrigation point has been released during Dec-2025 but the OP has raised fictitious energy bill since Apr-2020. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 22,959.88p upto Feb-2026. 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

MEMBER (Fin.)

31/03/26

PRESIDENT



consumer is a LT-Irr. consumer availing power supply since Apr-2020. The billing dispute raised by the complainant for the actual power supply date requires field verification for which seven days time may be allowed.

Considering the above, the OP requested before the Forum to allow 7 days time to submit the physical verification report.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP inspected the consumer premises on 30th Mar. 2026 and certified that the distribution transformer was charged on Apr-2020 but due to fault of pin insulator and fuse at the time of charging, the consumer was unable to avail power supply. Power supply to the consumer was restored on 12th Jul. 2022 after replacement of pin insulator & fuse. The report submitted by OP dated 30th Mar. 2026 has taken into record.

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 22nd Apr. 2020 and total outstanding upto Feb.-2026 is ₹ 22,959.88p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has disputed about the date of power supply where the OP has generated the bill since 22nd Apr. 2020 where the complainant disputed that power supply has been given in Dec-2025 and the OP has raised fictitious bills regularly due to which the arrear outstanding has been accumulated to ₹ 22,959.88 upto Feb-2026. Against that, the OP was asked seven days time to verify the matter and will make field inspection. The OP inspected the premises on 30th Mar. 2026 and submitted the report before the Forum on the same day and certified that power supply to the consumer has been given on 12th Jul. 2022. The OP stated that the DTR was charged on Apr-2020 but due to fault of pin insulator & fuse, power supply to the consumer premises was delayed and after replacement of the pin insulator & fuse, power supply to the consumer premises has been given on 12th Jul. 2022. The inspection report and written version dated 30th Mar. 2026 submitted by OP has taken into record.

From the above, the Forum is of the opinion that power supply to the consumer premises has been given on 12th Jul. 2022 and the bills raised prior to 12th Jul. 2022 needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

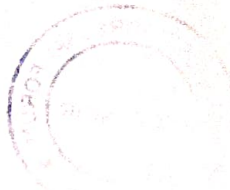
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from 22nd Apr. 2020 to 11th Jul. 2022 must be withdrawn as there was no power supply to the consumer premises. The date of power supply is to be treated as 12th Jul. 2022 instead of 22nd Apr. 2020. Necessary amendment is to be done in billing database for future reference.
2. All sundries and adjustments (if any) are to be considered during the above revision period.

Case is disposed off accordingly.


MEMBER (Fin.)


PRESIDENT



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.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Narendra Meher, At/Po-P.Rampur, Via-Patnagarh, Dist-Bolangir-767041.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."