



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/ 234⁵

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/118/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Mukunda Yadav, For Smt. Sabhanti Yadav, At-Jhalak, Po-Salebhata, Via-Sindhekela, Dist-Bolangir		912124070920	9937385383
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	11.03.2026			
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	11.03.2026			
9	Date of Order	31.03.2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Sindhekela

Appeared:

For the Complainant -Sri Mukunda Yadav
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/118/2026

Sri Mukunda Yadav,
For Smt. Sabhanti Yadav,
At-Jhalak, Po-Salebhata,
Via-Sindhekela, Dist-Bolangir
Con. No. 912124070920

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.31.03.2026)

During Camp Court hearing at Sindhekela Section Office on 11th Mar. 2026, the representative of the consumer Shri Mukund Yadab was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Mukund Yadab who is a LT-Dom. consumer availing a CD of 1 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 : 11.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant represented that he has been served with false bills from Jun-2018 to till date where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 8,780.90p upto Jun.-2023. 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 Jun.-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

MEMBER (Fin.)

PRESIDENT

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

As committed, the OP failed to submit the required report within schedule time for which reminder has been made to OP. Finally, they have inspected the premises on 24th Mar. 2026 and submitted the report before the Forum on 31st Mar. 2026.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 24th Jun. 2018 and total outstanding upto Jun.-2023 is ₹ 8,780.90p, thereafter no monthly bill has been generated. 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 24th Jun. 2018 but the consumer disputed that power supply to his premises has not been released till date. Against that, the OP was asked seven day 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 on 24th Mar. 2026 and submitted the report before the Forum and certified that power supply to the complainant has not been released till date. The consumer is availing power supply against cons. no. 9121-2407-1910. The inspection report dated 24th Mar. 2026 submitted by OP 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.

The energy bills raised to the consumer from 24th Jun. 2018 to Jun-2023 must be withdrawn in total as there was no power supply to the consumer premises.

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.



P.K.SAHOO
MEMBER (Fin.)

S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Mukunda Yadav, At-Jhalak, Po-Salebhata, Via-Sindhekela, Dist-Bolangir-767035.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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 : tpwesternadisha.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."