



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 276^{ES}

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/146/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ghanashyam Bagh, At/Po-Sonepur, Ambedkar Chowck, Dist-Sonepur		915101110408	9556166313
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	16.03.2026			
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	16.03.2026			
9	Date of Order	16.04.2026			
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 Sonepur

Appeared:

For the Complainant - Sri Ghanashyam Bagh
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur



Complaint Case No. BGR/146/2026

Sri Ghanashyam Bagh, - **COMPLAINANT**
At/Po-Sonepur, Ambedkar Chowck,
Dist-Sonepur
Con. No. 915101110408

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Sonepur

ORDER
(Dt.16.04.2026)

During camp court hearing at Sonepur Sub-division office on 16th Mar. 2026, the consumer Shri Ghanashyam Bagh was appeared before the Forum & Shri Bibekananda Dikshit, SDO-Sonepur was appeared before the Forum.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ghanashyam Bagh who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that power supply to his premises has been given in Sep.-2023 but false energy bills have been generated from Mar.-2013 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 : 16.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonepur section of Sonepur Sub-division. The complainant represented that he has been served with false bills from Mar-2013 to Aug-2023 where power supply was not released to his domestic premises. For that false bills, the arrear has been accumulated to ₹ 74,979.17p 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 consumer is a LT-Domestic consumer availing power supply since Mar.-2013. The billing dispute raised by the complainant for the false billing about no power supply period has been verified on 08th Apr. 2026 but the exact date of service connection cannot be conclusively ascertained.

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

16/04/26
MEMBER (Fin.)

[Signature]
PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. As per record, the consumer has availed power supply since 20th Mar. 2013 and total outstanding upto Feb.-2026 is ₹ 74,979.17p. 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 20th Mar. 2013 but the consumer disputed that power supply to his premises has been released in Sep-2023. The OP was inspected the consumer premises on 08th Apr. 2026 and submitted with a report that the exact date of service release date cannot be conclusively ascertained.

The Forum analysed the billing ledger and found that there is an average billing from the year 2013 to Oct-2020. Thereafter, a new meter has been installed on 31st Oct. 2020 with meter no. LW550654. Hence, the Forum believes that during 31st Oct. 2020, power supply was there for which the defective meter has been replaced. Regarding date of power supply, the complainant as well as the OP could not able to submit any supportive document. Hence, the Forum is of the opinion that the meter replacement date of 31st Oct. 2020 is to be treated as date of power supply. Hence, the bills raised prior to 31st Oct. 2020 needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

Considering the above facts, there is need of amendment of billing database alongwith meter no. & billing parameter.

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 20th Mar. 2013 to 31st Oct. 2020 must be withdrawn considering there was no power supply to the consumer premises.
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.


P.K.SAHOO
MEMBER (Fin.)


S.R.NANDA
PRESIDENT

Copy to: -

1. Sri Ghanashyam Bagh, At/Po-Sonepur, Ambedkar Chowck, Dist-Sonepur-767017.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."