



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/ 275⁶⁵

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/151/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Nabin Meher, For Smt. Bhumisuta Meher, At/Po-Kantabanji, Anand Nagar, Ward No. 08, Dist-Bolangir	912211090706	9337242261
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	18.03.2026		
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) 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		
8	Date(s) of Hearing	18.03.2026		
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 Kantabanji

Appeared:

For the Complainant -Sri Nabin Meher
For the Respondent -Sri Sanjaya Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/151/2026

Sri Nabin Meher,
For Smt. Bhumisuta Meher,
At/Po-Kantabanji, Anand Nagar,
Ward No. 08, Dist-Bolangir
Con. No. 912211090706

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.16.04.2026)

During Camp Court hearing at Kantabanji Sub-division Office on 18th Mar. 2026, the representative of the consumer Shri Nabin Meher was present & Shri Sanjay Tirkey, SDO-Kantabanji Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Nabin Meher who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed that power supply to his premises has given in the year 2020 but false energy bills have been generated from Jul.-2018 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 : 18.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that he has been served with false bills from Jul-2018 to Oct-2020 where power supply was not released to his domestic premises. For that false bills, the arrear has been accumulated to ₹ 11,078.80p 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 Jul-2018. The billing dispute


MEMBER (Fin.)


PRESIDENT



raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

Considering the above, the Forum allowed 7 days time to submit the physical verification report.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

As requested by OP, the Forum allowed seven days time to submit the physical verification report with certification of power supply date. But the OP failed to submit the required report within scheduled time for which reminder was given through e-mail & WA message to submit the report. Finally, the OP inspected the consumer premises on 07th Apr. 2026 and certified that the consumer has availed power supply on 12th Oct. 2020 with installation of meter. The report submitted by OP dated 07th Apr. 2026 has taken into record.

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 15th Jul. 2018 and total outstanding upto Feb.-2026 is ₹ 11,078.801p. 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 15th Jul. 2018 but the consumer disputed that power supply to his premises has been released on Nov-2020. 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 the premises on 07th Apr. 2026 and submitted the report before the Forum on the same day and certified that power supply to the consumer has been released on 12th Oct. 2020 with installation of meter. The inspection report dated 07th Apr. 2026 submitted by OP has been taken into record.

The Forum analysed the billing ledger and documents submitted by both the parties. In response to the inspection report dated 07th Apr. 2026 submitted by OP, it is clear evident that power supply has been given to the consumer on 12th Oct. 2020. Hence, the bills raised during no supply period 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 15th Jul. 2018 to 11th Oct. 2020 must be withdrawn as there was no power supply to the consumer premises.
2. The consumer is liable to pay the new service connection charges of ₹ 500/- as he has availed power supply under "SOUBHAGYA SCHEME" which is a special scheme announced by Government of Odisha during that time.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments 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 Nabin Meher, At/Po-Kantabanji, Anand Nagar, Ward No. 08, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."