



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfvesco.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/ 80⁽⁵⁾

Dated, the 02/02/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/43/2026		
2	Complainant/s	Name & Address Sri Lambodara Majhi, For Smt. Bhama Majhi, At/Po-Kuibahal, Via-Kantabanji, Dist-Bolangir	Consumer No 912212060872	Contact No. 7854889485
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	21.01.2026		
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) 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	21.01.2026		
9	Date of Order	02.02.2026		
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 Tureikela

Appeared:

For the Complainant -Sri Lambodara Majhi
For the Respondent -Sri Sanjay Tirkey, S.D.O (El.), Kantabanji

Complaint Case No. BGR/43/2026

Sri Lambodara Majhi,
For Smt. Bhama Majhi,
At/Po-Kuibahal, Via-Kantabanji,
Dist-Bolangir
Con. No. 912212060872

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.02.02.2026)

During Camp Court hearing at Tureikela Section office on 21st Jan. 2026, the representative of the consumer Shri Lambodar Majhi was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Lambodar Majhi who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that power supply to his premises has been given during the year 2000 but energy bills have been raised since Nov.-2014 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.

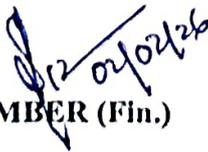
PROCEEDING OF HEARING DATED : 21.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The complainant represented that power supply to his domestic premises has been released during the year 2000 but the OP has raised fictitious energy bill since Nov.-2014. For that fictitious bills, the arrear outstanding has been accumulated to ₹ 13,063.77p upto Dec-2025. 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-Dom. consumer availing power supply since Nov.-2014. The billing dispute raised by the complainant for the actual power supply date requires field verification for which seven days time may be allowed.


MEMBER (Fin.)


PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. As per record, the consumer has availed power supply since 09th Nov. 2014 and total outstanding upto Dec.-2025 is ₹ 13,063.77p. As complained by the complainant and submission of OP, it is observed by the Forum that,

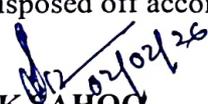
The consumer has disputed about the date of power supply where the OP has started the bill since 09th Nov. 2014 where the complainant disputed that power supply has been given in the year 2000 and the OP has raised fictitious bills regularly due to which the arrear outstanding has been accumulated to ₹ 13,063.77p upto Dec.-2025. Against that, the OP was asked seven day time to verify the matter and will make field inspection. The OP inspected the premises the premises on 02nd Feb. 2026 and submitted the report before the Forum on the same day and certified that power supply to the consumer has been released on Nov.-2014 and also submitted that the consumer has made payment during Mar-2018 with ₹ 500/-. Also, during that period, actual meter reading has been billed from the date of power supply to Oct-2018 with meter no. 6013942. Thereafter, the meter was defective which has been replaced in 29th Mar-2023. The inspection report dated 02nd Feb. 2026 submitted by SDO-Kantabanji has been taken into record.

From the above, the Forum is of the opinion that power supply to the consumer premises has been given on 09th Nov. 2014 and the bills raised has no error.

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 complaint made by the complainant has no base and hence the petition of the complainant is hereby rejected.

Case is disposed off accordingly.


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Lambodara Majhi, At/Po-Kuibahal, Via-Kantabanji, 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."