



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 106

Dated, the 10/03/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/45/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Kapurchand Gahir, At-Dabri, Po-Kantabanji, Dist-Bolangir	912212013113	7684803585
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) <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	21.01.2026		
9	Date of Order	10.03.2026		
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 Tureikela

Appeared:

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

Complaint Case No. BGR/45/2026

Sri Kapurchand Gahir,
At-Dabri, Po-Kantabanji,
Dist-Bolangir
Con. No. 912212013113

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.10.03.2026)

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

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Kapurchand Gahir who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that power supply to his premises has been given during the year 2024 but energy bills have been in Jun-2025 with retrospective effect from Mar.-2020 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 2024 but the OP has raised fictitious energy bill since Mar.-2020. For that fictitious bills, the arrear outstanding has been accumulated to ₹ 17,690.23p 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 Mar.-2020. The consumer has availed power supply since Mar-2020 but the bill has generated in Jun-2025. 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.

Considering the submission of OP, the Forum allowed seven days time to submit the detailed inspection report along with actual date of power supply. The OP submitted the inspection report on 02nd Feb. 2026 which has been 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 13th Mar. 2020 and total outstanding upto Dec.-2025 is ₹ 17,690.23p. 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 submitted that the consumer has availed power supply since 13th Mar. 2020 where the complainant disputed that power supply has been given in the year 2024 and the OP has raised fictitious bills regularly due to which the arrear outstanding has been accumulated to ₹ 17,690.23p 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. The remarks of PVR is,

“As per record, the meter against this type of serial number was installed on 17th Nov. 2018. Therefore, the date of power supply of this consumer treated as 17th Nov. 2018. “

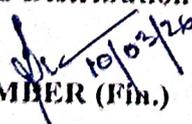
From the above remarks of OP, there is a confusion in the statement of OP that,

1. the licensee has raised energy bill with retrospective effect from 13th Mar. 2020 where the OP submitted that such type of meter has been installed on 17th Nov. 2019 and requested to consider the date of power supply to be 17th Mar. 2018 in stead of 13th Mar. 2020.
2. The Forum directed the OP to submit the actual date of power supply alongwith field verification report but in the PVR dated 02nd Feb. 2026, the Forum observed that no field inspection has been carried-out and the report has been submitted with the meter installation data which is not acceptable.
3. If the consumer has availed power supply since 13th Mar. 2020, why the monthly bill has been generated after five years.
4. As per PVR of OP, if power supply was released with meter no. 3260559, why the 1st bill generated on Jun-2025 has been generated with provisional units of 4663 units and at the time of meter replacement dated 08th Aug. 2025, the old meter status has been mentioned as meter burnt.

Considering the above facts, the Forum is of the opinion that the date of power supply is to be considered as per bill generation date i.e. 13th Mar. 2020 and the provisional bills generated thereafter till Jun-2025 needs bill revision as per consumption of new meter in line with Reg.-155 & 157 of 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 Jul.-2023 to Jun.-2025 (restricted to two year) is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (08.08.2025) & FMR of Feb.-2026 under CI-155 & 157 of OERC Distribution Code 2019.


MEMBER (Fin.)


PRESIDENT





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.K. NANDA
PRESIDENT

Copy to: -

1. Sri Kapurchand Gahir, At-Dabri, Po-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."