



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Sambit Kumar Nanda (President),

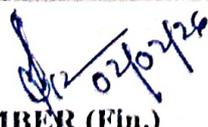
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 81

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/46/2026		
2	Complainant/s	Name & Address Sri Daitari Kumbhar, For Smt. Gitanjali Mahanand, At-Sagamunda, Po-Jurabandh, Via-Bangomunda, Dist-Bolangir	Consumer No 912212073054	Contact No. 9337336987
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	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 Daitari Kumbhar

**For the Respondent**

-Sri Sanjay Tirkey, S.D.O (El.), Kantabanji

**Complaint Case No. BGR/46/2026**

Sri Daitari Kumbhar,  
For Smt. Gitanjali Mahanand,  
At-Sagamunda, Po-Jurabandh,  
Via-Bangomunda, Dist-Bolangir  
Con. No. 912212073054

**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 21<sup>st</sup> Jan. 2026, the representative of the consumer Shri Daitari Kumbhar 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 Daitari Kumbhar who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that power supply to his premises has not been released till date but false energy bills have been generated by the OP and appealed before the Forum for withdrawal of bills as he is not availing power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.01.2026**

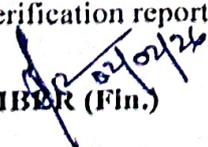
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The complainant represented that power supply to his premises has not been released but fictitious bills have been raised by the OP since Sep.-2023. For that false bills, the arrear has been accumulated to ₹ 7,898.72p 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-Domestic consumer availing power supply since Sep-2023. The billing dispute 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 OP requested before the Forum to allow 7 day time to submit the physical verification report.

  
MEMBER (Fin.)

  
PRESIDENT

## **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 07<sup>th</sup> Sep. 2023 and total outstanding upto Dec-2025 is ₹ 7,898.72p. 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 07<sup>th</sup> Sep. 2023 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. The OP inspected the premises the premises on 02<sup>nd</sup> Feb. 2026 and submitted the report before the Forum. The abstract of the report is,

***“As per record, the meter’s against this type of serial number was installed on 27.02.2019 therefore the date of power supply of this consumer treated as 27.02.2019.”***

The inspection report dated 02<sup>nd</sup> Feb. 2026 submitted by ESO-Tureikela has been taken into record.

The Forum analysed the billing ledger and documents submitted by both the parties. The Forum surprised that s per record of the licensee, the date of power supply is 07<sup>th</sup> Sep. 2023 where the ESO-Tureikela submitted with their office record that power supply date is 27<sup>th</sup> Feb. 2019 which creates confusion about the PVR of OP. Secondly, the Forum directed the OP to submit the field inspection report with date of power supply but the OP failed to submit the required information till date. Hence, the Forum is of the opinion that the PVR submitted by OP is not based on facts. So the matter is to be decided as per documents submitted by both the parties 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 07<sup>th</sup> Sep. 2023 to till date must be withdrawn as there is no power supply to the consumer premises. The consumer no. must be tagged with PDC category as the initial period of agreement is over. 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 Daitari Kumbhar, At-Sagamunda, Po-Juabandh, Via-Bangomunda, Dist-Bolangir-767040.
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.”**