



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)

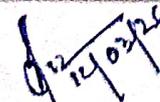
Memo No.GRF/BGR/Order/ 129^(B)

Dated, the 12/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/58/2026		
2	Complainant/s	Name & Address Sri Dwaru Mahanand, At-Gudkhapala, Po-Arjunpur, Via-Jarasingha, Dist-Bolangir	Consumer No 911523210728	Contact No. 6380561356
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	17.02.2026		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	17.02.2026		
9	Date of Order	12.03.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)


PRESIDENT

Place of Hearing: Camp Court at Tusura



Appeared:

For the Complainant -Sri Dwaru Mahanand
For the Respondent -Sri Narottam Maharaha, S.D.O (El.), Tusura



Complaint Case No. BGR/58/2026

Sri Dwaru Mahanand,
At-Gudkhapala, Po-Arjunpur,
Via-Jarasingha, Dist-Bolangir
Con. No. 911523210728

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.12.03.2026)

During Camp Court hearing at Tusura Sub-division office on 17th Feb. 2026, the consumer Shri Dwaru Mahananda was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Dwaru Mahananda who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that power supply to his premises has been given in Dec.-2019 but false energy bills have been generated from Jul.-2018 and appealed before the Forum for withdrawal of bills during no power supply period. Also, the consumer has disputed about the inflated billing for the period Jan.-2022 to Nov-2023. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

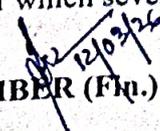
PROCEEDING OF HEARING DATED : 17.02.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura Section of Tusura Sub-division. The complainant represented that he has been served with false bills from Jul-2018 to Nov-2019 where power supply was not released to his domestic premises. For that false bills, the arrear has been accumulated to ₹ 62,861.33p upto Jan-2026. The complainant raised dispute against the said period and inflated bill for the period Jan-2022 to Nov-2023. The complainant 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 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.


MEMBER (Flt.)


PRESIDENT

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

As requested by the OP, the Forum allowed seven days time to submit the physical verification report with certification of power supply date.

The OP inspected the premises on 06th Mar. 2026 and submitted the report before the Forum on 09th Mar. 2026.

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 16th Jul. 2018 and total outstanding upto Jan.-2026 is ₹ 62,861.33p. 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 16th Jul. 2018 but the consumer disputed that power supply to his premises has been released in Dec.-2019. 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 06th Mar. 2026 and submitted the report before the Forum on 09th Mar. 2026 and certified that power supply to the consumer has been released during Dec.-2019. The inspection report dated 06th Mar. 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 06th Mar. 2026 submitted by OP, it is clear evident that power supply has been given to the consumer during Jan.-2026. 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.

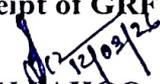
Regarding the dispute about inflated bill for the period Jan.-2022 to Nov-2023, all bills have been raised on actual meter reading basis.

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 16th Jul. 2018 to Nov.-2019 must be withdrawn as 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.K. NANDA
PRESIDENT

Copy to: -

1. Sri Dwaru Mahanand, At-Gudkhopala, Po-Arjunpur, Via-Jarasingha, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."