



## 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/ 115<sup>ES</sup>

Dated, the 10/03/2026

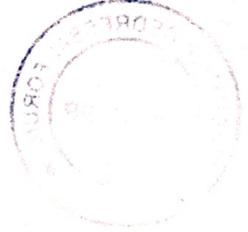
**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/70/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Sagar Rana, At-Kurli, Po-Chatuanka, Via-Kantabanji, Dist-Bolangir	912211121110	9938304071
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, Kantabanji	Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	20.02.2026		
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	20.02.2026		
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.)

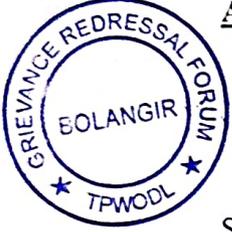
PRESIDENT



Place of Hearing: Camp Court at Muribahal

**Appeared:**

For the Complainant -Sri Sagar Rana  
For the Respondent -Sri Sanjaya Tirkey, S.D.O (El.), Kantabanji



**Complaint Case No. BGR/70/2026**

Sri Sagar Rana,  
At-Kurli, Po-Chatuanka,  
Via-Kantabanji, Dist-Bolangir  
Con. No. 912211121110

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**  
**(Dt.10.03.2026)**

During Camp Court hearing at Muribahal Section office on 20<sup>th</sup> Feb. 2026, the consumer Shri Sagar Rana was present & Shri Sanjay Tirkey, SDO-Kantabanji Sub-division was present as opposite party.

**HISTORY OF THE CASE**

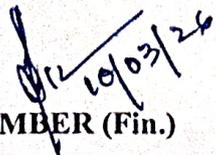
The Complaint petition filed by the consumer Shri Sagar Rana who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that power supply to his premises has been given in Sep.-2024 but false energy bills have been generated from Oct.-2019 and appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 20.02.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The complainant represented that he has been served with false bills from Oct-2019 to Aug-2024 where power supply was not released to his domestic premises. For that false bills, the arrear has been accumulated to ₹ 3,691.45p upto Jan-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

  
MEMBER (Fin.)

  
PRESIDENT



### **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 Oct-2019. 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 days 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 26<sup>th</sup> Feb. 2026 and submitted the report before the Forum on 02<sup>nd</sup> Mar. 2026.

### **FINDINGS AND ANALYSIS OF THE FORUM**

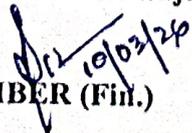
The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 01<sup>st</sup> Oct. 2019 and total outstanding upto Jan.-2026 is ₹ 3,691.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been released on 01<sup>st</sup> Oct. 2019 but the consumer disputed that power supply to his premises has been released in Sep.-2024. Against that, the OP was asked seven days 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 on 26<sup>th</sup> Feb. 2026 and submitted the report before the Forum on 02<sup>nd</sup> Mar. 2026 and certified that power supply to the consumer has been released on 29<sup>th</sup> Sep. 2024 with installation of meter having meter no. TWST1800484. The inspection report dated 26<sup>th</sup> Feb. 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 26<sup>th</sup> Feb. 2026 submitted by OP, it is clear evident that power supply has been given to the consumer on 29<sup>th</sup> Sep. 2024. 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 01<sup>st</sup> Oct. 2019 to 28<sup>th</sup> Sep. 2024 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.

  
MEMBER (Fil.)

  
PRESIDENT



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.**

  
19/03/26  
**P.K. SAHOO**  
**MEMBER (Fin.)**

  
**S.K. NANDA**  
**PRESIDENT**

Copy to: -

1. Sri Sagar Rana, At-Kurli, Po-Chatuanka, 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](http://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.”**