



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfwesco.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/ 117

Dated, the 10/03/2026

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

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/72/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Smt. Sindhu Deep, At-Dandara, Po-Bangomunda, Block-Muribahal, Dist-Bolangir	912213101810	7068823982
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	20.02.2026		
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) 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	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

10/03/26  
MEMBER (Fin.)

10/03/26  
PRESIDENT

Place of Hearing: Camp Court at Muribahal



**Appeared:**

For the Complainant -Smt. Sindhu Deep  
For the Respondent -Sri Sanjaya Tirkey, S.D.O (El.), Kantabanji

**Complaint Case No. BGR/72/2026**

Smt. Sindhu Deep,  
At-Dandara, Po-Bangomunda,  
Block-Muribahal, Dist-Bolangir  
Con. No. 912213101810

- **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 Sindhu Deep was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Sindhu Deep who is a LT-Dom. consumer availing a CD of 0.4 KW. He has disputed that power supply to his domestic premises has been given on Nov.-2024 but the OP has raised false bill since Sep.-2019 and appealed before the Forum for withdrawal of all bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

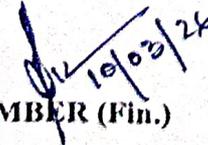
**PROCEEDING OF HEARING DATED : 20.02.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The complainant represented that he has availed power supply in Nov.-2024 but the OP has raised false energy bill since Sep.-2019 where power supply has not been given. For that false bills, the arrear has been accumulated to ₹ 6,942.04p upto Jan.-2026. 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.-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.

  
MEMBER (Fin.)

  
PRESIDENT

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

The OP inspected the premises on 25<sup>th</sup> Feb. 2026 and submitted the report on 26<sup>th</sup> Feb. 2026 before the Forum with remarks that power supply has been released since 05<sup>th</sup> Sep. 2019 under "SOUBHAGYA SCHEME."

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

The consumer is a LT-Dom. consumer with a CD of 0.4 KW. As per record, the consumer has availed power supply since 05<sup>th</sup> Sep. 2019 and total outstanding upto Jan.-2026 is ₹ 6,942.04p. As complained by the complainant and submission of OP, it is observed by the Forum that,

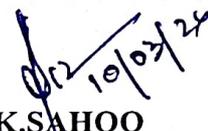
As per billing data, power supply to the consumer has been released on 05<sup>th</sup> Sep. 2019 where the consumer disputed that power supply to his premises has been released in Nov.-2024. Against that, the OP was asked seven day time to verify the matter and will make field inspection. The OP inspected the premises the premises on 25<sup>th</sup> Feb. 2026 and submitted the report before the Forum on 26<sup>th</sup> Feb. 2026 and certified that the consumer has availed power supply since 05<sup>th</sup> Sep. 2019. The inspection report dated 25<sup>th</sup> Feb. 2026 submitted by the OP has been taken into record. From the above report, it is clear that the consumer has availed power supply since 05<sup>th</sup> Sep. 2019.

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 consumer has availed power supply since 05<sup>th</sup> Sep. 2019. The complaint of the complainant has no base. Hence, the petition of the complainant is hereby rejected. The Forum advised the complainant to clear the outstanding energy bill.**

Case is disposed off accordingly.



  
**P.K.SAHOO**  
**MEMBER (Fin.)**

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

Copy to: -

1. Smt. Sindhu Deep, At-Dandara, Po-Bangomunda, Block-Muribahal, 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](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."**