



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/ 120^{ES}

Dated, the 10/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/75/2026		
2	Complainant/s	Name & Address Sri Bijaya Kumar Nag, At-Pangania, Po-Chaulsukha, Via-Muribahal, Dist-Bolangir	Consumer No 912213151104	Contact No. 9937953844
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	√
		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 Gudighat

Appeared:

For the Complainant -Sri Bijaya Kumar Nag
For the Respondent -Sri Sanjaya Tirkey, S.D.O (El.), Kantabanji

Complaint Case No. BGR/75/2026

Sri Bijaya Kumar Nag,
At-Pangania, Po-Chaulsukha,
Via-Muribahal, Dist-Bolangir
Con. No. 912213151104

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 20th Feb. 2026, the consumer Shri Bijaya Kumar Nag was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bijaya Kumar Nag who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that he has not availed power supply against the above-stated consumer no. since the beginning but fictitious energy bills have been raised till date 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 : 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 not availed power supply since the beginning but energy bills are being served regularly. For that false bill, the arrear outstanding has been accumulated to ₹ 2,038.87p 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 Oct.-2025. 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.

MEMBER (Fin.)

PRESIDENT

As represented by OP before the Forum, they have inspected the premises on 23rd Feb. 2026 and submitted report before the Forum on 26th Feb. 2026.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. As per record, the consumer has availed power supply since 03rd Oct. 2025 and total outstanding upto Jan-2026 is ₹ 2,038.87p. 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 03rd Oct. 2025 but the consumer disputed that power supply to his premises has not been given since the beginning. 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 23rd Feb. 2026 and submitted the report on 26th Feb. 2026 and certified that the consumer is not availing power supply against the said consumer no. since the beginning.

From the above, it is clear evident that the consumer is not availing power supply against cons. no. 9122-1315-1104 since the beginning. Hence, the bills raised till date needs bill revision as per OERC Dist. (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.

The energy bills raised to the consumer from the initial date of power supply i.e. 03rd Oct. 2025 to till date is to be withdrawn as the consumer is not availing power supply. Only MMFC and other statutory charges is to be levied during this period. If the consumer wants to avail power supply, the OP has to give power supply as the initial period of agreement is in force.

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 Bijaya Kumar Nag, At-Pangania, Po-Chaulsukha, Via-Muribahal, 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."