

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/ 78⁽⁶⁾

Dated, the 02/02/2026

Corum:

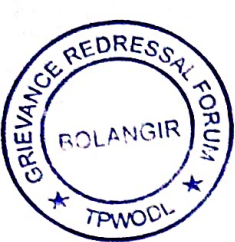
Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/03/2026																										
2	Complainant/s	Name & Address Sri Manoj Kumar Chopdar, At-Gandhinagar Chowck, Bettle Shop, Po/Dist-Bolangir	Consumer No 911124141023	Contact No. 9438245789																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.01.2026																										
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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	06.01.2026																										
9	Date of Order	02.02.2026																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

02/02/26
MEMBER (Fin.)

02/02/26
PRESIDENT



Place of Hearing: Camp Court at Bolangir Town

Appeared:

For the Complainant - Sri Manoj Kumar Chopdar
For the Respondent - Sri Swadhin Sahu, OAG-II (Representative)

Complaint Case No. BGR/03/2026

Sri Manoj Kumar Chopdar,
At-Gandhinagar Chowck, Bettle Shop,
Po/Dist-Bolangir
Con. No. 911124141023

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.02.02.2026)

During Camp Court hearing at Sec-IV, Balangir on 06th Jan. 2026, the consumer Shri Narayan Sahu has present & Shri Swadhin Sahu, OAG-II, Balangir-I Sub-division has present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Manoj Kumar Chopdar who is a LT-GPS. consumer availing a CD of 0.5 KW. He has disputed about the imposition of fixed charges of ₹ 150/- every month in the monthly bill. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

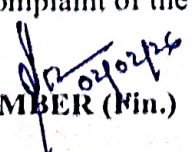
PROCEEDING OF HEARING DATED : 06.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The consumer represented that he was received the monthly bill with excess demand charges from the date of power supply which is erroneous. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger and meter dump report. On defence, he intimated that the consumer is a LT-GPS Consumer availing power supply since Apr.-2025. The billing dispute raised by the complainant for the excess demand charges from the date of power supply is not based on facts. The MMFC has been claimed as per MD (KW) recorded in the meter. Hence, the complaint of the consumer has no base.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the consumer and to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS Consumer with a CD of 0.5 KW. The consumer has availed power supply since 10th Apr. 2005 and the arrear outstanding upto Dec.-2025 is ₹. 1,599.92p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has disputed about the claim of MMFC every month and submitted that his connected load is below 100 watt but the OP is raising MMFC of ₹ 150/- every month which is to be revised. The OP submitted that based on MD (KW) recorded in the meter, MMFC has been charged. Hence, the complaint of the complainant has no base. During the course of hearing, the Forum directed the OP to submit the meter dump report (KW) from the date of power supply to till date. In response to this, the OP asked the required report on 07th Jan. 2026 from the MMG team. Also, the division office was asked the report on 20th Jan. 2026 from MMG team. The MMG team submitted the report on 30th Jan. 2026. The abstract of month-wise demand recorded for the concerned month is,

MONTH	BILLED MD	HIGHEST MD AS PER DUMP (KVA)
Apr-25	4.42	4.42 (07.04.25)
May-25	4.42	N.A.
Jun-25	4.42	0.133
Jul-25	4.42	0.111
Aug-25	4.42	0.112
Sep-25	4.42	0.115
Oct-25	4.42	0.116
Nov-25	4.42	0.118
Dec-25	4.42	0.032



The Forum analysed the dump report and found that power supply to the consumer has been resumed on 10th Apr. 2025 where the MD (KW) has been recorded as 4.42 KW on 07th Apr. 2025. It is not understood how the licensee has billed with MMFC 4.42 KW which was recorded on 07.04.25 which is 3 days prior of energization. Also, the OP submitted the connected load of the consumer which is 0.042 watt only. In this aspect, CI-143 (i) of OERC Regulation Code 2019 which is self-explanatory.

“143. (i) Monthly demand charges shall be payable by the consumer on the basis of maximum demand and contract demand as determined in the tariff notification. In case maximum demand meter is not provided or the meter has become defective, the monthly demand charges shall be payable on the basis of contract demand as determined in the tariff notification.”

Considering the above, the Forum is of the opinion that the MMFC billed on 4.42 KW w.e.f. Apr-2025 needs bill revision as per actual MD recorded or contract demand of the consumer whichever is higher and accordingly bill revision to be done to resolve 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.

02/04/26
MEMBER (Fin.)

[Signature]
PRESIDENT



1. The MD (KW) for the month of April'2025 is to be calculated on the basis of contract demand i.e. 0.5 KW.
2. The OP is directed to revise the MMFC of the consumer from May. -2025 to March.-2026 considering the contract demand or MD (KW) whichever is higher during in line with CI-143 of OERC Regulation Code 2019.
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 Manoj Kumar Chopdar, At-Gandhinagar Chowck, Bettle Shop, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
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."