



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/ 685

Dated, the 02/02/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/06/2026		
2	Complainant/s	Name & Address Sri Jashobanta Bag, At-Kudobhata, Po-Belpada, Dist-Bolangir	Consumer No 912313100021	Contact No. 9938551527
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.01.2026		
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) 155, 157 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	09.01.2026		
9	Date of Order	02.02.2026		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT



Place of Hearing: Camp Court at Belpada

Appeared:

For the Complainant -Sri Jashobanta Bag
For the Respondent -Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/06/2026

Sri Jashobanta Bag,
At-Kudobhata, Po-Belpada,
Dist-Bolangir
Con. No. 912313100021

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.02.02.2026)

During spot hearing at Belpada consumer camp the Complainant Sri Jashobanta Bag appeared before the Forum in person and Sri Smarak Panigrahi, Accountant, Electrical Sub-Division, TPWODL, Patnagarh appeared as representative of opposite party.

The Complainant bearing consumer no. 912313100021 in his written complaint dt.09.01.2026 i.e. during a GRF camp held at Belpada under Patnagarh Electrical Sub-Division, TPWODL, Patnagarh disputed the abnormal billing done for the month of July & August'2025 due to meter jump, where a new meter has already been installed on dt.08.09.2026. He therefore requested the Forum to look into his grievance and redress it by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from February-March'2001 to December'2025. He however admitted the facts stated by the Complainant and also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through the documents placed before it, observed that;

1. The consumer comes under domestic category with a CD of 1.00 KW.
2. The monthly meter reading CMR is at 3466 for May'2025 and whereas the same is 3686 for June'2025. But the same for July'2025 appears to be abnormal which is at 8708.
3. The aforesaid meter is therefore declared defective since the same has been replaced during August'2025.
4. Thus, the billing for July & August'2025 need to be revised as found to be abnormal and inflated.

The Forum is therefore of the opinion for revision of the monthly bill for July'2025 & August'2025 after obtaining monthly average consumption of subsequent six months after the meter being replaced and revise the bills accordingly.

MEMBER (Fin.)

PRESIDENT



The Forum therefore passes the order to revise the bill from July'2025 to August'2025 after obtaining monthly average consumption of the subsequent six months of the new meter i.e. for September'2025 to February'2026.

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 Jashobanta Bag, At-Kudobhata, Po-Belpada, Dist-Bolangir-767026.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."