



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/ 69

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/09/2026		
2	Complainant/s	Name & Address Sri Subash Ch. Mishra, At/Po-Bahabal, Via-Belpada, Dist-Bolangir	Consumer No 912313100078	Contact No. 9937534801
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) 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	√ Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Belpada



Appeared:

For the Complainant
For the Respondent

-Sri Subash Ch. Mishra
-Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/09/2026

Sri Subash Ch. Mishra,
At/Po-Bahabal, Via-Belpada,
Dist-Bolangir
Con. No. 912313100078

- **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 Subash Ch. Mishra appeared before the Forum in person and Sri Smarak Panigrahi, Accountant, Electrical Sub-Division, TPWODL, Patnagarh appeared as representative of opposite party.

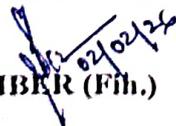
The Complainant bearing consumer no. 912313100078 in his written complaint dt.09.01.2026 i.e. during a GRF camp held at Belpada under Patnagarh Electrical Sub-Division, TPWODL, Patnagarh disputed on abnormal and inflated bill of Rs.10, 000/- raised during the month of October'2021 which has accumulated the arrear. He therefore requested before the Forum to withdraw the same by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from February-March'2001 to November'2025 and stated that the monthly bills were actually been raised on actual basis all along the period. However he admitted that an amount of Rs.10,000/- has actually been debited in the bill for October'2021 which appears to be abnormal. However, he assured that since the amount has been added at corporate level, he will submit a version in this regard immediately. The version so submitted by the opposite party on dt.16.01.2026 reveals that the amount so exhibited in the billing statement is neither an outcome of a clerical arrear nor a routine billing adjustment rather the same is a formal assessment levied against the consumer due to "Theft of energy/ malpractice detected under the prevailing regulation of Electricity Act".

He however 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 CD of 02 KW.
2. The monthly bills have been raised on actual basis from February-March'2001 to August'2021 and on provisional basis from September'2021 to January'2022 against meter no. WESCO96832.


MEMBER (Fth.)


PRESIDENT

3. An amount of Rs.10,000/- has actually been debited in the bill for October'2021 on so called due to theft/ malpractice case.
4. The above meter has been replaced during March'2022 with a new one having Sl. No. WLT264448 and actual basis bills have been done subsequently.

The Forum thus observed that the amount of Rs.10,000/- has been debited during October'2021 for theft of energy/ malpractices detected by the opposite party which attracts Section 126 & 135 of the Indian Electricity Act'2003 and thus does not come with the purview of the Forum for passing of any order in this regard. Hence, the Forum intends to reject the case having no jurisdiction to pass any order.

However, the Forum advises the Complainant to move the case to the appropriate authority if he so desires.

The case is therefore rejected.

Case is disposed off accordingly.



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

S.K.NANDA
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Subash Ch. Mishra, At/Po-Bahabal, Via-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.”