



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))

Memo No.GRF/BGR/Order/ 335 (e)

Dated, the 08/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/123/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ramesh Chandra Mishra, For Smt. Arati Tripathy, At-Hatpadapada, Po-Titilagarh, Dist-Bolangir		912121010242	9438001629
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	11.03.2026			
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) <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	11.03.2026	09.04.2026	22.04.2026	
9	Date of Order	08.05.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Dt.11.03.2026- Camp Court at Titilagarh
Dt.09.04.2026 & Dt.22.04.2026- GRF, Bolangir

Appeared:

For the Complainant -Sri Ramesh Chandra Mishra
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/123/2026

Sri Ramesh Chandra Mishra,
For Smt. Arati Tripathy,
At-Hatpadapada, Po-Titilagarh,
Dist-Bolangir
Con. No. 912121010242

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.08.05.2026)

The consumer was appealed before the Forum at Titilagarh Camp Court on dated 11th Mar. 2026 which has registered on Case no. 123 of 2026. He was disputed about the arrear outstanding, imposition of DPS & non-consideration of payments made by him. He was filed his grievance for revision of bill. The complainant needs suitable bill revision for the said period.

Accordingly, hearing was conducted on the same day at Titilagarh Camp Court in presence of both the parties.

HISTORY OF THE CASE

The Complaint petition has filed by representative of the consumer Shri Ramesh Chandra Mishra who is a LT-Dom. consumer availing a CD of 3.5 KW. He was disputed about the arrear outstanding, imposition of DPS & non-consideration of payments made by him. He was filed his grievance for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 11.03.2026

Appeared:

For the Complainant -Sri Ramesh Chandra Mishra
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I Section of Titilagarh Sub-division. The consumer represented that he was served with erroneous bills and imposition of DPS thereon


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alongwith non-accountability of payment made by him in different occasions. For that, the total outstanding has been accumulated to ₹ 14,520.98p upto Mar.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 20th Dec. 2019 of the consumer addressed to SDO-Titilagarh.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Sep.-2002. The billing dispute raised by the complainant for the erroneous billing has no base as all the bills have been raised with actual meter reading basis. Regarding imposition of DPS, it has been calculated in line with Hon'ble OERC prevailing tariff order. Regarding non-consideration of payment made by the consumer, the consumer has to submit the MR copied so that the same will be verified with the billing ledger.

Taking into consideration of submission of OP, the Forum directed the complainant to attend the office of OP within seven working days with original money receipt for payment reconciliation. Also, the OP is directed to submit a compliance report about the status of the MR verifications. The complainant was failed to appeared before the office of OP till 31st Mar. 2026 for which the case was scheduled for hearing on 09th Apr. 2026.

Accordingly, next hearing date was fixed on 09th Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

PROCEEDING OF HEARING DATED : 09.04.2026

Appeared:

For the Complainant –Sri Ramesh Chandra Mishra
For the Respondent –Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant reiterated the billing disputes stated earlier and requested before the Forum for suitable revision of the bill. Also, the complainant submitted that the OP cannot claim the arrear bill for more than three years. Hence, the arrear amount claimed by the OP for more than three years should be waived.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that all the payments made by the consumer has been properly accounted. Hence, the dispute raised by the complainant regarding non-accounting of payments is not true.

Hence, the petition of the complainant should be rejected and to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3.5 KW. The consumer has availed power supply since 22nd Sep. 2002 and total outstanding upto Mar.-2026 is ₹ 14,520.98p. As complained by the complainant and submission of OP, the Forum has gone through the billing ledger and observed that all payments have been properly recorded. On the other side, the complainant was failed to submit any additional MR copy which was not accounted, hence, the


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complaint about non-accountability of MR is not based on facts. Regarding claim of arrear outstanding for more than three years, the Forum asked the complainant to submit any documentary evidence for seizure of power of OP about claim of arrear outstanding for more than three years. The complainant requested before the Forum to allow one more hearing date so that he will produce the legal documents about the claim of maximum three years.

Considering the request of complainant, the Case was adjourned to next date. Accordingly, next hearing date was fixed on 22nd Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

PROCEEDING OF HEARING DATED : 22.04.2026

Appeared:

For the Complainant –Sri Ramesh Chandra Mishra
For the Respondent –Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

FINDINGS AND ANALYSIS OF THE FORUM

During the hearing, the Forum asked the complainant to submit legal documents about claim of arrear outstanding for a maximum period of three years but the complainant has failed to submit the same. Hence, the submission of maximum three year claim of arrear outstanding is rejected.

The OP submitted with a bill revision proposal that they have found some non-linear billing months for which there is a scope of bill revision. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 12,739.13p is to be withdrawn from the arrear outstanding.

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 OP has agreed with the billing dispute and submitted a proposed withdrawal amount of ₹ 12,739.13p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Ramesh Chandra Mishra, At-Hatpadapada, Po-Titilagarh, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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.”