



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Sambit Kumar Nanda (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 267 ⁽⁵⁾

Dated, the 10/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/130/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Bibeka Punjaki, For Sri Chakra Punjaki, At-Khairmal, Po-Chhatapipal, Dist-Bolangir		911225110003	7735028720
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	13.03.2026			
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	13.03.2026			
9	Date of Order	10.04.2026			
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 Kashabahal

Appeared:

For the Complainant
For the Respondent

-Sri Bibeka Punjaki
-Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir



Complaint Case No. BGR/130/2026

Sri Bibeka Punjaki,
For Sri Chakra Punjaki,
At-Khairmal, Po-Chhatapipal,
Dist-Bolangir
Con. No. 911225110003

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.10.04.2026)

During Camp Court hearing at Kasabahal PSS on 13th Mar. 2026, the representative of the consumer Shri Bibeka Punchaki was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bibeka Punchaki who is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed about the provisional bill raised from Jul-2025 to Jan-2026. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

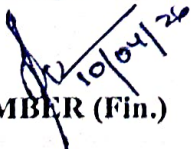
PROCEEDING OF HEARING DATED : 13.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC Section of Balangir-II Sub-division. The complainant represented that he has been served with provisional bills from Jul-2025 to Jan.-2026 where the meter is in running condition. 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 relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug-2013. The billing dispute raised by the complainant for the provisional billing from Jul-2025 to Jan.-2026 is a genuine dispute. The OP assured that they will take immediate action to raise the subsequent monthly bill with meter reading along with adjustment of provisional bills.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 13th Aug. 2013 under DOM category and total outstanding upto Feb.-2026 is ₹ 52,404.38p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that provisional billing has been done from Jul-2025 to Jan.-2026 where the meter is in running condition and requested before the Forum to revise the bill as per actual meter reading.

The OP admitted the complaint and submitted that due to some unknown reason, the monthly meter reading is not being carried-out by the concerned meter reader for which provisional billing has been done. The OP assured before the Forum that they will take immediate action to raise the subsequent monthly bill on actual meter reading basis with adjustment of provisional bills.

During the course of hearing, the Forum directed the OP to make field inspection and to submit a physical verification report along with meter status, current meter reading as well as meter seal status. They were undertaken to submit a detailed report within 7 days before the Forum. But the OP failed to submit the required report within the committed time period for which the Forum reminded the OP through e-mail / WA. Finally, the OP inspected the premises the premises on 06th Apr. 2026 and submitted the report before the Forum on 07th Apr. 2026 and certified that the present meter (meter sl. no. TWB663618) is in running status and CMR is 766.

The Forum has gone through the energy bill of Feb-2026 (serve on 16th Mar. 2026) and found that the monthly bill has served with actual meter reading basis with IMR : 614 (Jul-25) and CMR : 684 (Feb-2026). Also, provisional bill pertaining to the period Jul-2025 to Jan-2026 has been properly adjusted in the bill of Feb-2026 with a withdrawal amount of ₹ 429.20 towards EC & ₹ 17.18 towards ED totaling of ₹ 446.38p. Hence, the complaint of complainant has properly addressed by the OP.

Regarding arrear outstanding of ₹ 52,404.38p, the consumer has not made payment of monthly energy bill in due time. Also, it is seen that, prior to the 2023, the consumer is very much irregular in making payment even if the consumer has not made payment years together. The Forum asked the OP that why disconnection action has not been taken in due time for which huge arrear outstanding is pending against the consumer. The OP submitted that due to oversight, the power supply to the consumer has not been disconnected and necessary care is to be taken not to repeat in future.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 52,404.38p upto Feb.-2026.

MEMBER (Fin.)

PRESIDENT

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 grievance of the complainant has been properly redressed by OP in the bill of Feb-2026. Hence, the complaint of the complainant is hereby dropped.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Bibeka Punjaki, At-Khairmal, Po-Chhatapipal, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."