



## 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))

Memo No.GRF/BGR/Order/ 272

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/138/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Upendra Jal, At-Kagaon, Po-Mirdhapali, Via-Chandanbhati, Dist-Bolangir	911225251156	7853998123
3	Respondent/s	Name	Division	
		S.D.O (Elect.), No. II, TPWODL, Bolangir	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) 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	13.03.2026		
9	Date of Order	16.04.2026		
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** - Sri Upendra Jal

**For the Respondent** - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/138/2026**

Sri Upendra Jal,  
At-Kagaon, Po-Mirdhapali,  
Via-Chandanbhati, Dist-Bolangir  
Con. No. 911225251156

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.16.04.2026)**

During Camp Court hearing at Kasabahal PSS on 13<sup>th</sup> Mar. 2026, the consumer Shri Upendra Jal was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he was served with an erroneous bill in Apr-2025 with ₹ 89,927.34p. The complainant raised dispute against the said energy bill and requested before the Forum for suitable revision of the bill.

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 reiterated his dispute as stated above and requested before the Forum for suitable bill revision.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant record. On defence, he intimated that as per billing data, the consumer is a LT-Dom. consumer availing power supply since Mar.-2023. The billing dispute raised by the complainant about the bill of Apr-2025 is not a genuine dispute. Though, as per billing data, the consumer has availed power supply since 17<sup>th</sup> Mar. 2023 but as per file inspection report, the consumer has availed power supply since Apr-2018 with meter no. 2268241 and the same meter is exist in the consumer premises and CMR on 06.04.26 is 16639.

*[Handwritten signature]*  
MEMBER (Fin.)

*[Handwritten signature]*  
PRESIDENT

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

### FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 17<sup>th</sup> Mar. 2023 and total outstanding upto Feb.-2026 is ₹ 80,186.10p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, inflated billing has been done in Apr.-2025 with 15126 units amounting to ₹ 89,927.34p which needs bill revision.

The OP submitted that the consumer has availed power supply during Apr-2018 with meter no. 2268241 but due to oversight, the bill was not generated. During Apr-2025, it came to the knowledge of the OP for which the 1<sup>st</sup> bill has been generated on Apr-2025 with actual meter reading considering the slab benefits. As the energy bill has been raised on meter reading basis, there is no bill revision required.

2. The Forum analysed the submission of both parties along with billing ledger and observed that as per billing data, the consumer has availed power supply since 17<sup>th</sup> Mar. 2023 and the 1<sup>st</sup> bill has been generated on Apr-2025. But as per field inspection report, the consumer has availed power supply since Apr-2018 with meter no. 2268241 and CMR on Apr-2025 is 15126. Also, the said meter is continuing till date with OK status. The Forum has gone through the meter photo available on TPWODL billing site and found that the said meter manufacturing month is Nov-2017. So, the Forum believes with the physical verification report of OP on 06<sup>th</sup> Apr. 2025 and certification that the consumer has availed power supply since Apr-2018.
3. In the above case, it is the responsibility of licensee to serve a correct bill in due time as prescribed in the OERC Regulation. If the consumer will get a proper bill within due time, he will make payment without any dispute, so that the revenue of the licensee will improve as well as the goodwill of the licensee will be maintained. But in above case, the licensee has failed to discharge his duties. But, in the instant case, the licensee has raised a bill of ₹ 89,927.34p in Apr-2025 considering date of power supply as 17<sup>th</sup> Mar. 2023. On the other side, the consumer has not come forward and raise complaint before the OP to get a bill and remain silent from Apr-2018 to Apr-2025. Hence, the Forum is of the opinion that the units billed till Apr-2025 is to be recasted from the actual date of power supply to redress 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.

1. **The OP must revise the energy bill from Apr-2018 to Apr-2025 by way of recasting considering the date of power supply as 01<sup>st</sup> Apr. 2018 to Apr-2025 considering IMR : 0 (01.04.2018) and FMR : 15126 (Apr.-2025).**

MEMBER (Fin.)

PRESIDENT






2. DPS is to be levied as per OERC Regulation.
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.MANDA  
PRESIDENT

Copy to: -

1. Sri Upendra Jal, At-Kagaon, Po-Mirdhapali, Via-Chandanbhati, 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](http://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."**