



## 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/ 70<sup>65</sup>

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/14/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Gobardhan Meher, At-Siletkani, Po-Badbandh, Via-Deogaon, Dist-Bolangir		911524050364	7854870390
3	Respondent/s	Name		Division	
		S.D.O (Elect.), TPWODL, Tusura		Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	15.01.2026			
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	15.01.2026			
9	Date of Order	02.02.2026			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	Others
11	Details of Compensation awarded, if any.	Nil			

  
MEMBER (Fin.)

  
PRESIDENT

Place of Hearing: Camp Court at Jarasingha

**Appeared:**

For the Complainant -Sri Gobardhan Meher  
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/14/2026**

Sri Gobardhan Meher,  
At-Siletkani, Po-Badbandh,  
Via-Deogaon, Dist-Bolangir  
Con. No. 911524050364

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.02.02.2026)**

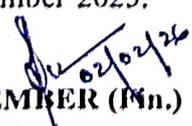
During spot hearing at Jarasingha consumer camp the Complainant Sri Gobardhan Meher appeared before the Forum in person and also Sri Narottam Maharana, S.D.O (Elect.), Tusura appeared as opposite party.

The Complainant bearing consumer no. 911524050364 in his written petition dt.15.01.2026 i.e. during a GRF camp held at Jarasingha disputed the bimonthly bills with abnormally high consumption leading to accumulation of huge arrears. He therefore requested before the Forum to redress his grievance and reduce the arrear by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from January'2007 to December'2025 and admitted the facts stated by the Complainant. He 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 having CD of 2 KW.
2. The date of initial power supply is on 16<sup>th</sup> January'2007.
3. The monthly bills are seen to have been raised on actual meter reading of course with high consumption against meter no. 325327 with ok status.
4. Abnormal high consumption is found during the period from June'2017 to November'2017. A new meter has therefore been replaced during November'2018 having Sl. No. LW083307 with subsequent billings with actual basis till January'2021.
5. Some average bills with nominal monthly consumption are seen during the period from July-August'2021 to June'2023 which does not require any revision.
6. A new meter has further been replaced with similar rate of consumption on actual reading basis.
7. Thus the arrear has gone up to the tune of Rs.2,04,657.90ps by month ending December'2025.

  
MEMBER (Mn.)

  
PRESIDENT

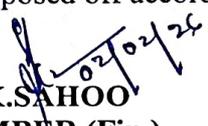
Keeping the above facts in view the Forum feels that high consumption bills on actual basis have continuously been noticed with some intermittent bills with low consumption. The Forum thus finds that there is no scope of any bill revision as a measure of relief to the consumer excepting a billing recast which may not fetch a considerable reduction of arrear.

The Forum therefore is of the opinion to drop the case.

The case is therefore dropped.

Case is disposed off accordingly.



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

  
**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Sri Gobardhan Meher, At-Siletkani, Po-Badbandh, Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**