



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/ 226^{CS}

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

| | | | | | |
|------------------------|--|--|--|---|-------------|
| 1 | Case No. | Complaint Case No. BGR/164/2026 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Pradesi Deheri, For Smt. Lalita Deheri, At-Dunguripali, Po-Kutasingha, Via-Lachhipur, Dist-Bolangir | | 911313031013 | 9777533989 |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Loisingha | | Division Bolangir Electrical Division, TPWODL, Bolangir | |
| 4 | Date of Application | 20.03.2026 | | | |
| 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 | 20.03.2026 | | | |
| 9 | Date of Order | 31.03.2026 | | | |
| 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: Camp Court at Kutasingha

Appeared:

For the Complainant -Sri Pradesi Deheri
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/164/2026

Sri Pradesi Deheri,
For Smt. Lalita Deheri,
At-Dunguripali, Po-Kutasingha,
Via-Lachhipur, Dist-Bolangir
Con. No. 911313031013

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.31.03.2026)

During camp court hearing at Kutasingha PSS on 20th Mar. 2026, the representative of the consumer Shri Pradeshi Dehuri was appeared before the Forum & Shri Saroj Kumar Kanda, SDO-Loisingha was appeared before the Forum.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Pradeshi dehuri who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the non-linear meter reading during Aug-2015 to till date. 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 : 20.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The complainant represented that non-linear meter reading has been done for the period Aug-2015 to Feb-2026 with erroneous & inflated billed units. For that, the total outstanding has been accumulated to ₹ 6,223.29p upto Feb.-2026. 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 Sep.-2014. The billing dispute raised by the complainant for non-linear & inflated billed units for the period Aug-2015 to Feb-2026 is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision.

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 2 KW. The consumer is availing power supply since 25th Sep. 2014 under DOM category and total outstanding upto Feb.-2026 is ₹ 6,223.29p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that non-linear, erroneous reading & inflated billing has been during Aug-2015 to Feb-2026 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 1,059.27p is to be withdrawn from the arrear outstanding.


2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 6,223.29p upto Feb.-2026.

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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 1,059.27p. 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 Pradesi Deheri, At-Dunguripali, Po-Kutasingha, Via-Lachhipur, Dist-Bolangir-767068.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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.”