



## 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/ 104<sup>(5)</sup>

Dated, the 10/23/2026

**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/18/2026		
2	Complainant/s	Name & Address Sri Kartika Naik, For Sri Gagara Naik, At-Bhainsa, Po-Manhira, Via-Loisingha, Dist-Bolangir	Consumer No 911212370061	Contact No. 9777353729
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	16.01.2026		
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) <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	16.01.2026		
9	Date of Order	10.03.2026		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)  
10/03/26

PRESIDENT

Place of Hearing: Camp Court at Kandajuri



**Appeared:**

**For the Complainant** -Sri Kartika Naik  
**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (El.), No. II, Bolangir

**Complaint Case No. BGR/18/2026**

Sri Kartika Naik,  
For Sri Gagara Naik,  
At-Bhainsa, Po-Manhira,  
Via-Loisingha, Dist-Bolangir  
Con. No. 911212370061

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.10.03.2026)**

During Camp Court hearing at Chatamakhna Section office on 16<sup>th</sup> Jan. 2026, the representative of the consumer Shri Kartika Naik was present & Shri Sunil Kumar Swain, SDO-II, Balangir Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. The representative of the consumer represented that though GRF was passed order on dated 14<sup>th</sup> Oct. 2014 but the OP has not yet revised the bill. He has submitted her 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 : 16.01.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chatamakhna Section of Balangir-II Sub-division. The consumer represented that against Case no. 424/2014, learned GRF was passed order on 14<sup>th</sup> Oct. 2014 to revise the bill but till date the bill has not yet been revised. For that, the arrear has been accumulated to ₹ 20,156.38p upto Dec.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

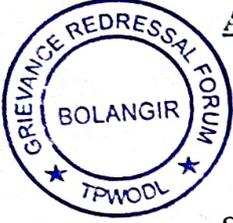
**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply prior to Apr-1999. Regarding non-compliance of order of GRF in Case no : 424/2014, order passed on 14<sup>th</sup> Oct. 2014, due to oversight the order has not yet complied which must be complied in this month positively and requested before the Forum to allow one month for compliance of the said order.

MEMBER (Fin.)

10/03/24

PRESIDENT



Considering the above, the OP requested before the Forum to consider this and pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Dec.-2025 is ₹ 20,156.38p. After gone through the documents submitted by both the parties, it is observed by the Forum that,

The complainant was appealed before the Forum which was registered on 02<sup>nd</sup> Sep. 2014 with Case no. 424 of 2014. The case was heard on 22<sup>nd</sup> Sep. 2014 & 13<sup>th</sup> Oct. 2014 at Forum Office. The Forum was passed order on 14<sup>th</sup> Oct. 2014. The abstract of the order was,

***"It is hereby directed that the electric bills for the period from Jan.-2009 to 25<sup>th</sup> Sep. 2014 are to be revised by recasting on actual average consumption units uniformly by taking average of three billing period consumption."***

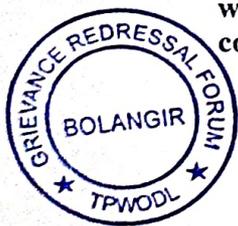
Against that Order, the OP was submitted the compliance report during that time. But, as per application of the complainant, it is seen that the bill has not yet been revised and the grievance of the petitioner is still pending. The Forum is also verified the billing data on the spot and found that the contention of the complainant was true and disputed bill has not yet revised. Against that, the OP submitted that due to oversight, the disputed bill has not revised and undertakes to revise the bill in Jan.-2026 positively.

Taking into consideration of versions of both the parties, the Forum is of the view that, the OP was given false statement during that time that the disputed bill has revised This sort of compliance by the OP leads to misleading the Forum which is not acceptable at all. Due to this activity of OP, the complainant is losing confidence of the Forum as well as reputation of the licensee. The Form has taken this as a **SERIOUS NOTE** and warned the OP not to repeat this in future. Also, the Forum advised the OP to revise the bill by Jan.-2026 positively as it has been over-delayed.

The OP intimated the Forum that they have initiated bill revision with withdrawal amount of ₹ 12,210.42p on 31<sup>st</sup> Jan. 2026 in line with GRF Case no. 424 of 2014.

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 energy bill of the consumer has revised by the OP on 31<sup>st</sup> Jan. 2026 with a withdrawal amount of ₹ 12,210.42p. As the OP has revised the bill and the grievance of the complainant has redressed, the present case is hereby dropped.**



Case is disposed off accordingly.

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

**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Sri Kartika Naik, At-Bhainsa, Po-Manhira, Via-Loisingha, Dist-Bolangir-767020.
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."**