



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/ 325

Dated, the 27/04/2026

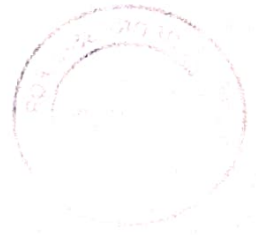
Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/188/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Haridas Nag, At-Kumbhepada, Po-Desil, Dist-Bolangir	912133040075	8249855729
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	30.03.2026		
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	09.04.2026		
9	Date of Order	27.04.2026		
10	Order in favour of	Complainant	√	Respondent
				Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER, (Fln.)

PRESIDENT



Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Haridas Nag
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (El.), Titilagarh

Complaint Case No. BGR/188/2026

Sri Haridas Nag,
At-Kumbhepada, Po-Desil,
Dist-Bolangir
Con. No. 912133040075

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.27.04.2026)

The consumer was appealed before the Forum vide his application dated 30th Mar. 2026 which was registered on Case no. 188 of 2026. The complainant was disputed about the erroneous billing and accumulation of arrear outstanding thereon. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 09th Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Haridas Nag who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the inflated and erroneous bills raised from to time. He has filed 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 : 09.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III Section of Titilagarh Sub-division. The complainant represented that he was served with erroneous & inflated bill for which the total outstanding has been accumulated to ₹ 61,517.08p upto Mar.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.


MEMBER (Fin.)


PRESIDENT

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 Nov-2004. The billing dispute raised by the complainant for the inflated and erroneous billing is a genuine dispute. As per field verification report, power supply to the consumer has been disconnected since Jun-2024 and the line has been dismantled. The consumer has been billed with provisional status from Aug-2022 to May-2024, thereafter only MMFC has been claimed.

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 has availed power supply since 29th Nov. 2004 under DOM category and total outstanding upto Mar.-2026 is ₹ 61,517.08p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done which needs bill revision.

The OP admitted the complaint and submitted that there is non-linear billing during the period Oct-2018 to Aug-2021. 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 ₹ 3,170.92p is to be withdrawn from the arrear outstanding.

2. The Forum has analysed the billing ledger and observed that there is provisional billing from Aug-2022 to May-2024. Thereafter, power supply has been disconnected since Jun-2024 and the line along with meter has dismantled and the existing supply agreement is to be terminated w.e.f Jul-2024. In this instant case, as succeeding consumption will not be available, preceding six months of average consumption prior to provisional billing is to be considered for revision purpose.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 61,517.08p upto Mar.-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.

1. The OP was agreed with the billing dispute for the period Oct-2018 to Aug-2021 and submitted bill revision proposal of ₹ 3,170.92p and the petitioner was convinced with the proposed withdrawal amount. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


MEMBER (Fin.)


PRESIDENT

2. The energy bill from the month of Aug-2022 to May-2024 is to be revised as per six months average consumption prior to Aug.-2022 considering IMR : 5439 (Feb.-2022) & FMR : 5769 (Jul-2022) as succeeding consumption is not available due to termination of agreement.
3. The consumer is liable to pay the MMFC for the period Jun.-2024 & Jul.-2024 considering the existing agreement is deemed to be terminated w.e.f. Aug-2024.
4. DPS is to be levied as per OERC Regulation.
5. 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.NANDA
PRESIDENT

Copy to: -

1. Sri Haridas Nag, At-Kumbhepada, Po-Desil, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."