

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/ 319⁶

Dated, the 28/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/195/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sushil Barik, At-Amjharan, Po-Badsaimara, Block-Muribahal, Dist-Bolangir		912213063375	9178370645
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.04.2026			
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	22.04.2026			
9	Date of Order	28.04.2026			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

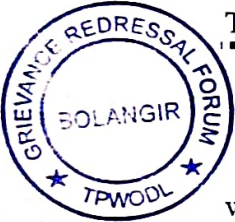
For the Complainant –Sri Sushil Barik
For the Respondent –Sri Kailash Ch. Swain, DM (F&C) (Auth. Representative)

Complaint Case No. BGR/195/2026

Sri Sushil Barik, - **COMPLAINANT**
At-Amjharan, Po-Badsaimara,
Block-Muribahal, Dist-Bolangir
Con. No. 912213063375

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Kantabanji



ORDER
(Dt.28.04.2026)

The consumer was appealed before the Forum vide his application dated 09th Apr. 2026 which was registered on Case no. 195 of 2026. The complainant was disputed about the accumulation of arrear outstanding. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 22nd Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that there is huge arrear outstanding due to erroneous bill served by the OP which needs to be revised. For that disputed bill, the arrear has been accumulated to ₹ 26,470.76p upto Mar.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 22.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The complainant represented that he has served with erroneous & inflated bills and for that inflated bill, the total outstanding has been accumulated to ₹ 26,470.76p upto Mar.-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.-2002. The billing dispute raised by the complainant for the inflated billing done is not a genuine dispute. The consumer was

MEMBER (Fin.)

PRESIDENT

appealed with the same dispute earlier which was registered as GRF Case no. : 244 of 2023. After hearing, learned GRF has passed the order on 19th Jun. 2023. In line with GRF order, the OP has revised the bill and withdrawn ₹ 9,109.91p in Jul-2023. Hence, the complaint of the complainant has properly redressed.

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 26th Sep. 2002 and total outstanding upto Mar.-2026 is ₹ 26,470.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

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

The OP submitted that earlier the said consumer was approached GRF with the same dispute and after hearing, learned GRF was passed order on 19th Jun. 2023 in Case no. 244 of 2023. In line of GRF order, the OP has revised the bill in Jul-2023 and withdrawn ₹ 9,109.91p. Hence, the complaint of the complainant has been properly redressed.

2. The Forum has gone through the billing ledger and found that the statement of OP is true. After revision, the consumer has not paid the revised amount as well as current bill in due time for which the total outstanding has been accumulated to ₹ 26,470.76p upto Mar.-2025.

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 has already revised the bill in Jul-2023 with a withdrawal amount of ₹ 9,109.91p. As the grievance of the complainant has already redressed, the present case is herewith dropped. The consumer is directed to clear the arrear outstanding.

Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Sushil Barik, At-Amjharan, Po-Badsaimara, Block-Muribahal, Dist-Bolangir-767037.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."