



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/ 291^E

Dated, the 20/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/208/2026		
2	Complainant/s	Name & Address Smt. Bhagabati Chhatria, At/Po-Udar, Via-Jarasingha, Dist-Bolangir	Consumer No 911524081096	Contact No. 9937747057
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	18.04.2026		
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) 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	18.04.2026		
9	Date of Order	20.04.2026		
10	Order in favour of	Complainant	√	Respondent
				Others
11	Details of Compensation awarded, if any.	Nil		

20/04/26
MEMBER (Fin.)

20/04/26
PRESIDENT

Place of Hearing: Camp Court at Deogaon

Appeared:

For the Complainant -Smt. Bhagabati Chhatria
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura



Complaint Case No. BGR/208/2026

Smt. Bhagabati Chhatria,
At/Po-Udar, Via-Jarasingha,
Dist-Bolangir
Con. No. 911524081096

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.20.04.2026)

During Camp Court hearing at Jarasingha PSS on 18th Apr. 2026, the consumer Smt. Bhagabati Chhatria was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Smt. Bhagabati Chhatria who is a LT-Dom. consumer availing a CD of 0.5 KW. She was disputed about the inflated and erroneous bills raised in Jun-2023 with 1132 units. She 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 : 18.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The complainant represented that he was served with erroneous & inflated bill in Jun-2023 with 1132 units. For that, the total outstanding has been accumulated to ₹ 23,472.61p 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 Jul-2018. The billing dispute raised by the complainant for the inflated and erroneous billing in Jun-2023 with 1132 units 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 0.5 KW. The consumer has availed power supply since 30th Jul. 2018 under DOM category and total outstanding upto Feb.-2026 is ₹ 23,472.61p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was done in Jun-2023 with 1132 units 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 ₹ 2,503.35p 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 ₹ 23,472.61p 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 ₹ 2,503.35p. 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. Smt. Bhagabati Chhatra, At/Po-Udar, Via-Jarasingha, Dist-Bolangir-767067.
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 → 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."