



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/ 311^E

Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/218/2026		
2	Complainant/s	Name & Address Sri Tankadhar Meher, At/Po-Belpada, Dist-Bolangir	Consumer No 912313020882	Contact No. 9078357525
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	24.04.2026		
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	24.04.2026		
9	Date of Order	27.04.2026		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Belpada

Appeared:

For the Complainant -Sri Tankadhar Meher
For the Respondent -Sri Jasobanta Narayan Deo, S.D.O (El.), Patnagarh (I/c)

Complaint Case No. BGR/218/2026

Sri Tankadhar Meher,
At/Po-Belpada, Dist-Bolangir
Con. No. 912313020882

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.27.04.2026)

During Camp Court hearing at Belapada Section office on 24th Apr. 2026, the consumer Shri Tankadhar Meher was present & Shri Jasobanta Narayan Deo, I/c SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Tankadhar Meher who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the imposition of monthly minimum fixed charges from Nov-2025 to Mar-2026 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 24.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The complainant represented that an inflated monthly minimum fixed charges has been charged in the billing from Nov-2025 to Mar-2026 which needs bill revision and requested before the Forum for revision of bill.

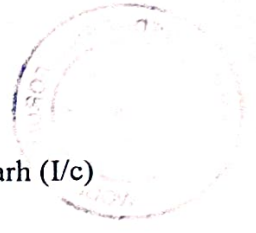
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug.-2018. The billing dispute raised by the complainant for the imposition of monthly minimum fixed charges (MMFC) from Nov-2025 to Mar-2026 is a genuine dispute. The KVA reading of the consumer has punched as 37.7 KW against sanctioned CD of 1 KW in Nov-2025. This may be due to wrong punching of meter reading by the concerned meter reader in that particular month and continued for that financial year as per OERC Regulation Code 2019.

Based on the above, the OP requested before the Forum to consider this and reject the complaint of complainant and pass order as deemed fit.

MEMBER (Fin.)

PRESIDENT



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 19th Aug. 2018. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed about the imposition of monthly minimum fixed charges (MMFC) for the period Nov-2025 to Mar-2026. From Nov-2025, the consumer is being charged against 37.7 KW as MMFC against sanctioned CD of 1 KW.
2. The Forum has gone through the documents submitted by both the parties & verified with FG billing data. As per FG meter reading data, the KW of the consumer is,

MONTH	CD (KW)	KW RECORDED	KW BILLED	KW TO BE BILLED
Nov-25	1	37.7	37.7	2
Dec-25	1	2.08	37.7	2
Jan-26	1	1.08	37.7	2
Feb-26	1	1.02	37.7	2
Mar-26	1	1.50	37.7	2

3. Hence, the MMFC raised from Nov.-2025 to Mar.-2026 needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 ₹ 3,520.00p is to be withdrawn from the arrear outstanding.


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 ₹ 3,520.00p. 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 Tankadhar Meher, At/Po-Belpada, Dist-Bolangir-767026.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."