



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 444

Dated, the 29/06/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/235/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ananta Sethi, For Pr. Maa Kandhenbudhi P.P, At/Po-Bramhani, Via-Tarbha, Dist-Sonepur		915001061687	7008925461																								
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	07.05.2026																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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	21.05.2026	04.06.2026	18.06.2026																									
9	Date of Order	29.06.2026																											
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 Ananta Sethi
For the Respondent - Sri Somanath Seth, S.D.O (El.), B.M.Pur (Auth. Rep.)
Sri Abadhut Pradhan, AFM (Represnetative)

Complaint Case No. BGR/235/2026

Sri Ananta Sethi,
For Pr. Maa Kandhenbudhi P.P,
At/Po-Bramhani, Via-Tarbha,
Dist-Sonepur
Con. No. 915001061687

- **COMPLAINANT**

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- **OPPOSITE PARTY**

ORDER
(Dt.29.06.2026)

The representative Shri Anantha Sethi on behalf of Maa Kandheibudhi P.P. was appealed before the Forum on dated 07th May 2026 at Kalapathar Camp Court which was registered on Case no. 235 of 2026. The complainant has disputed the energy bill of Jun-2023 with 20388 units and Jan-2024 with 9386 units and requested for bill revision. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 21st May 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED : 21.05.2026

Appeared:

For the Complainant - **ABSENT**
For the Respondent - Sri Somanath Seth, S.D.O (El.), B.M.Pur (Auth. Rep.)

On the above-said date of hearing, the complainant was absent where the authorised representative of OP was appeared before the Forum. As the complainant was not present, the case was adjourned to 04th Jun. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED : 04.06.2026

Appeared:

For the Complainant - **ABSENT**
For the Respondent - **ABSENT**

MEMBER (Fm.)

PRESIDENT

As both the parties were not present on the date of hearing, the case was adjourned to next hearing date i.e. 18th Jun. 2026 as final hearing date and intimated to both the parties vide letter no. 408, dated 06th Jun. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.



The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.06.2026

Appeared:

For the Complainant –Sri Ananta Sethi
For the Respondent –Sri Abadhut Pradhan, AFM (Represnetative)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Ananta Sethi who is a HT-Irr. consumer availing a CD of 23 KW. He was disputed about the inflated and erroneous bill raised in Jun-2023 & Jan-2024 with 20388 units & 9386 units. He was filed grievances for revision of bill. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha Section of Sonepur Sub-division. The complainant reiterated the billing issues as stated above. For that inflated bill, the total outstanding has been accumulated to ₹ 2,07,299.07p upto Apr.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of 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 HT-Irr. consumer availing power supply since Apr.-2023. The billing dispute raised by the complainant for the inflated and erroneous billing in Jun-2023 with 20388 units is a genuine dispute. This has happened due to technical glitch in the billing software for which the OP has revised the bill and withdrawn ₹ 49,842.59p and reflected in the bill of May-2026 (served in Jun-2026). Regarding bill of Jan.-2024 as complained by the consumer, there is no error in the bill.

Considering the above, the OP requested before the Forum to drop the case as the matter has already been settled and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a HT-Irr. consumer with a CD of 23 KW. The consumer has availed power supply since 21st Apr. 2023 and total outstanding upto Apr.-2026 is ₹ 2,07,299.07p. 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 has been done in Jun-2023 with 20388 units & Jan-2024 with 9386 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to some technical glitch in the billing software, erroneous bill was served in Jun-2023. After receipt of


MEMBER (Fin.)


PRESIDENT

complainant, the OP has revised the bill on 20th May 2026 and withdrawn ₹ 49,842.59p from the energy bill of May-2026 (served in Jun-2026). In respect of Jan-2024, there is no error in the bill.

2. The Forum analysed the billing pattern and submission of both the parties and found that there is some error in the bill of Jun-2023 which has already revised by the OP on 20th May 2026 and withdrawn ₹ 49,842.59p and reflected in the bill of May-2026. In respect to bill of Jan.-2024, no error has been observed. The complainant has also convinced with the revision process during the course of hearing.
3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 2,07,299.07p upto Apr.-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 has taken initiative step to redress the consumer grievance and revised the bill on 20th May 2026 with a withdrawal amount of ₹ 49,842.59p and the consumer has convinced with the bill revision. As the grievance of the complainant has already redressed, the present case is herewith dropped.

Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Ananta Sethi, At/Po-Bramhani, Via-Tarbha, Dist-Sonepur-767016.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."