



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/ 382⁽⁵⁾

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)

1	Case No.	Complaint Case No. BGR/249/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Bibhuti Padhan, For Sri Madhav Ch. Padhan, At-Amramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir		911312100176	8280426720
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	12.05.2026			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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) <u>155, 157</u>			
		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	12.05.2026			
9	Date of Order	26.05.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kendumundi



Appeared:

For the Complainant -Sri Bibhuti Padhan
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

Complaint Case No. BGR/249/2026

Sri Bibhuti Padhan,
For Sri Madhav Ch. Padhan,
At-Amramunda, Po-Pandesara,
Via-Agalpur, Dist-Bolangir
Con. No. 911312100176

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.26.05.2026)

During Camp Court hearing at Kendumundi PSS on 12th May 2026, the representative of the consumer Shri Bibhuti Padhan was present & Shri Kshirodra Kumar Meher, OAG-II, Auth. Rep. of SDO-Loisingha was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bibhuti Padhan who is a LT-Dom. consumer availing a CD of 0.01 KW. He was disputed that power supply to his premises has been given during the year 2017 but false energy bills have been generated from Apr.-2011 to the year 2017. Also, he was disputed about the inflated and erroneous bills raised by the OP from May-2022 to Dec-2024. He was filed his 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 : 12.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur Section of Loisingha Sub-division. The complainant represented that he has been served with false bills from Apr-2011 to the year 2017 where power supply was not released to his domestic premises. Also, the complainant represented that erroneous & inflated bills was served during May-2022 to Dec-2024. For that inflated bill, the total outstanding has been accumulated to ₹ 20,276.97p 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 records. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Apr.-2011. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

Secondly, the billing dispute raised by the complainant for the inflated and erroneous billing during May-2022 to Dec-2024 is a genuine dispute and needs bill revision. This may have happened 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.

Considering the above, the OP requested before the Forum to allow 7 days time to submit the physical verification report about no power supply period.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 13th May 2026 and submitted the report before the Forum on 21st May 2026 and certified that the consumer has availed power supply in Nov.-2017. The inspection report submitted by OP dated 13th May 2026 has been taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.01 KW. As per record, the consumer has availed power supply since 13th Apr. 2011 and total outstanding upto Mar.-2026 is ₹ 20,276.97p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been released on 13th Apr. 2011 but the consumer disputed that power supply to his premises has been released during the year 2017. Against that, the OP was asked seven day time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 13th May 2026 and submitted the report before the Forum on 21st May 2026 and certified that power supply to the consumer has been released during Nov.-2017. The inspection report dated 13th May 2026 submitted by OP has been taken into record.

From the above, it is clear evident that power supply to the consumer premises has been released on Nov-2017. Hence, the bills raised prior to Nov-2017 needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

Secondly, the consumer was represented that erroneous reading & inflated billing has been done during May-2022 to Dec-2024 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. The OP has recasted the bill and debited ₹ 13,855.50 in Jan.-2023. 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 ₹ 13,857.50 (-) ₹ 12,118.31 = 1,737.19) is to be withdrawn from the arrear outstanding.


MEMBER (Fin.)


PRESIDENT

The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 20,276.97p 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 energy bills raised to the consumer from 13th Apr. 2011 to Oct-2017 must be withdrawn as there was no power supply to the consumer premises.
2. The OP was agreed with the billing dispute for the period May-2022 to Dec-2024 and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 13,857.50 (-) ₹ 12,118.31 = 1,737.19). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
3. 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 Bibhuti Padhan, At-Amramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir-767061.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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.”