



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/ 385⁵¹

Dated, the 26/05/2026

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

1	Case No.	Complaint Case No. BGR/267/2026		
2	Complainant/s	Name & Address Sri Prasanta Panigrahi, At/Po-Sahajbahal, Via-Chudapali, Dist-Bolangir	Consumer No 911211190453	Contact No. 8144049992
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.05.2026		
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) <u>155, 157</u>		
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u>		
		3. OERC Conduct of Business) Regulations,2004; Clause <u></u>		
		4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>		
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>		
		6. Others <u></u>		
8	Date(s) of Hearing	19.05.2026		
9	Date of Order	26.05.2026		
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 Kudasingha

Appeared:

For the Complainant –Sri Prasanta Panigrahi
For the Respondent –Sri Sunil Kumar Swain, S.D.O, No. II, Bolangir

Complaint Case No. BGR/267/2026

Sri Prasanta Panigrahi,
At/Po-Sahajbahal, Via-Chudapali,
Dist-Bolangir
Con. No. 911211190453

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.26.05.2026)

During Camp Court hearing at Kudasingha PSS on 19th May 2026, the consumer Shri Prasanta Panigrahi was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Prasanta Panigrahi who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the non-adjustment of provisional bills raised from Aug-2021 onwards to Jul-2023. He has 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 : 19.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir-II Sub-division. The complainant represented that he has been served with provisional bills from Aug-2021 to Jul-2023 which has not yet adjusted. For that, the total outstanding has been accumulated to ₹ 6,538.49p upto Apr.-2024. 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 Apr-2017. The billing dispute raised by the complainant for non-adjustment of provisional bill from Aug-2021 to Jul-2023 is a genuine dispute. In this regard, it is to submit here that the power supply to the consumer is under disconnection since Aug-2023 for which the provisional billing from Aug-2021 to Jul-2023 has not yet adjusted. Also, the monthly bill has been blocked since Apr-2024. 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 1 KW. The consumer has availed power supply since 27th Apr. 2017 under DOM category and total outstanding upto Apr-2024 is ₹ 6,538.49, thereafter no monthly bill has been generated. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that provisional bills has raised from Aug-2021 to Jul-2023 which has not yet revised which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that power supply to the consumer is under disconnection from Jul-2023 onwards for which the provisional bills has not yet adjusted which needs bill revision to redress the consumer grievances. Once, power supply to the consumer has been restored, the provisional bills will be adjusted.

The Forum has gone through the documents and arguments of both the parties and observed that provisional billing has been done from Aug-2021 to Jul-2023 with CMR-21 against meter no. WLT016667. Power supply to the consumer has been disconnected since Aug-2023 for which the provisional bills has not adjusted. During the course of hearing, the consumer submitted that he wants reconnection of power supply in the same premises. Hence, to resolve the consumer grievances, the provisional bills is to be revised as per actual meter reading.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 6,538.49p upto Apr-2024.

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 OP is directed to revise the bill as per actual meter reading available in the meter (meter no. WLT016667) with IMR : 21 (Feb.-2021) and CMR of Jul-2023 (available in the meter). The consumer will pay MMFC & other statutory charges for the month Aug. & Sep.-2023.**
2. **The consumer is directed to apply in fresh for availing power supply as the existing agreement is deemed to be terminated w.e.f. Oct-2023.**

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 Prasanta Panigrahi, At/Po-Sahajbahal, Via-Chudapali, Dist-Bolangir-767024.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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."