



## 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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

395<sup>B</sup>

Dated, the

27/05/2025

**Corum:**

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

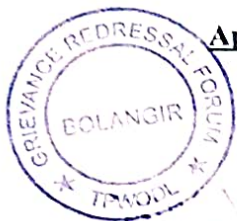
1	Case No.	Complaint Case No. BGR/276/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Jitendra Sahoo, For Sri Sankarshan Behera, At-Teligothpada, Rly. Station Road, Po/Dist-Bolangir		911112170487	7008080282																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.05.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) -		
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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) 155, 157</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) 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																		
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8	Date(s) of Hearing	08.05.2025	15.05.2025																										
9	Date of Order	29.05.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir



**Appeared:**

**For the Complainant**

-

**ABSENT**

**For the Respondent**

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Sri Uday Bhanu Nandy, S.D.O (Elect.), No. I, Bolangir  
Sri Swadhin Sahu, OAG-II, Elect. Sub-Divn. No. I, Bolangir

**Complaint Case No. BGR/276/2025**

Sri Jitendra Sahoo,  
For Sri Sankarshan Behera,  
At-Teligothpada,  
Railway Station Road,  
Po/Dist-Bolangir  
Con. No. 911112170487

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**

**(Dt.29.05.2025)**

During hearing on dt.08.05.2025, the Complainant Sri Jitendra Sahoo did not appear before the Forum whereas Sri Swadhin Sahu, OAG-II, Electrical Sub-Division, No. I, Bolangir appeared before the Forum on behalf of S.D.O (Elect.), No. I, Bolangir. As the complainant was absent, the case adjourned to 15<sup>th</sup> May'2025. Accordingly, notice was issued to both parties to remain present on the said date with relevant documents.

During hearing on dt.15.05.2025 the Complainant Sri Jitendra Sahoo did not appear before the Forum whereas Sri Uday Bhanu Nandy, S.D.O (Elect.), No. I, TPWODL, Bolangir appeared in person as opposite party.

The Complainant bearing consumer no. 911112170487 in his written petition dt.06.05.2025 disputed the abnormal billing done with a high consumption during August'2022. He therefore requested before the Forum to redress his grievance on revision of such inflated bill.

The opposite party on the other hand submitted a billing statement concerning to the period from November'2015 to April'2025 along with a written version dt.07.05.2025 which reveals that;

1. Billing on actual basis has been raised all along the period from November'2015 to April'2025 excepting on inflated bill raised for 1074 units during August'2022.
2. The meter affixed in the premises bearing SL. No. WCG08504 was with ok status but later found to be defective during April'2023.
3. Subsequently another smart meter has been replaced bearing no TWSP51025873 during September'2023.

He also requested before the Forum to do the needful as deemed fit in this regard.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**

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**PRESIDENT**



The Forum after going through all the relevant records placed before it observed that;

1. The CD of the premises is of 2.00 KW domestic load.
2. An inflated bill for 1074 units is noticed which is raised during August'2022 against meter no. WCG08504 and found to be defective during April'2023.
3. Subsequently a new meter has been replaced bearing Sl. No. TWSP51025873 during September'2023.

The Forum is of the opinion for revision of bill as per regulation of OERC Distribution (Conditions of Supply) Code 2019.

However, during course of hearing the opposite party was agreed with the billing complaint and initiated bill revision process on spot after observing all departmental guidelines and thus recasted the bills from November'2015 (29.11.2025) to August'2022 and withdraw Rs.2096.53.

Keeping all the above facts in view the Forum directed the opposite party to carry-out the revision proposal and to recast the bills from November'2015 to August'2022 with IMR '0' (IMR on dt.29.11.2015) and FMR '7241' (CMR of August'2022) which is to 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.**



**K.S.PADHEE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Jitendra Sahoo, C/o-Sri Sankarshan Behera, At-Teligothpada, Railway Station Road, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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."**