



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

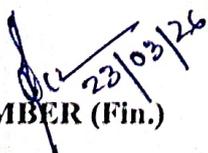
Memo No.GRF/BGR/Order/ 167⁽⁵⁾

Dated, the 22/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/28/2026		
2	Complainant/s	Name & Address Sri Ballav Bhoi, Chairman, Mahalaxmi PP, At-Bandabahal, Po-Rinbachan, Via-Agalpur, Dist-Bolangir	Consumer No 911001020503	Contact No. 8018102439
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	17.01.2026		
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 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	17.01.2026	05.02.2026	12.03.2026
9	Date of Order	23.03.2026		
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 Ballav Bhoi (Dt.17.01.2026)
Sri Durbadala Bhoi (Brother) (Dt.12.03.2026)
For the Respondent –Sri Srikanta Satpathy, AFM (Representative) (17.01.2026)
Smt. Sanghamitra Sahu, Jr. Accountant (Auth. Rep)
(Dt.12.03.2026)



Complaint Case No. BGR/28/2026

Sri Ballav Bhoi,
Chairman, Mahalaxmi PP,
At-Bandabahal, Po-Rinbachan,
Via-Agalpur, Dist-Bolangir
Con. No. 911001020503

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.23.03.2026)

The consumer appealed before the Forum at Agalpur Camp court on 17th Jan. 2026 which was registered as Case no. 28 of 2026. The complainant disputed that power supply to his lift irrigation point was not in use regularly but bills were raised regularly for which the arrear outstanding has been accumulated. The complainant needs suitable bill revision for the said period.

Accordingly, hearing was conducted at spot in presence of both parties.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ballava Bhoi is a LT-Irr. consumer availing a CD of 7.5 KW. He was disputed that power supply to his L.I. point is not being used regularly but the OP is raising monthly bill regularly. 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.

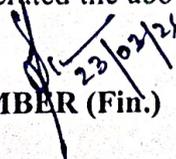
PROCEEDING OF HEARING DATED : 17.01.2026

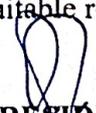
Appeared:

For the Complainant –Sri Ballav Bhoi
For the Respondent –Sri Srikanta Satpathy, AFM (Representative)

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The consumer reiterated the above dispute 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 billing ledger. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Oct-2007. The billing dispute raised by the complainant for the monthly billing requires field verification for which the case should be adjourned to some other date.

Considering the above, the said case was adjourned to 05th Feb. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

Due to lack of Corum of the Forum, the case which was listed for hearing on 05th Feb. 2026 was adjourned and intimated to both the parties vide letter no. 83, dated 04th Feb. 2026.

The Case was listed for hearing on 12th Mar. 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 : 12.03.2026

Appeared:

For the Complainant –Sri Durbadala Bhoi (Brother) (Representative)
For the Respondent –Smt. Sanghamitra Sahu, Jr. Accountant (Auth. Rep)

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna Section of Balangir-II Sub-division. The representative of the consumer reiterated the above dispute and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

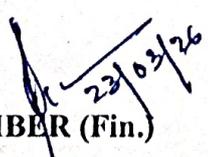
The authorised representative of OP appeared before the Forum with relevant record. On defence, she intimated that the consumer is a LT-Dom. consumer availing power supply since Oct-2007. The billing dispute raised by the complainant was verified by OP and found that power supply to the consumer is being used for five months in a year and the rest months are not being used for water scarcity.

Considering the above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irrigation, Pumping & Agriculture consumer with a CD of 7.5 KW. The consumer has availed power supply since 06th Oct. 2007 and total outstanding upto Feb-2026 is ₹ 1,37,453.64p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from the date of supply to Dec-2022 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a serious note and warned the OP not to repeat such things in future.


MEMBER (Fin.)


PRESIDENT



2. The OP admitted the complaint and certified that the consumer is using power supply for five months in a year. Regarding average billing, due to non-availability of meter, the consumer was billed with average basis from the date of power supply to Dec.-2022. A new meter with sl. no. 10022873 has been installed on 16th Jan. 2023, thereafter actual billing has been done.
3. The Forum analysed the billing pattern and documents submitted by the parties and found that the consumer is using power supply mostly from the month of June to December. But during the financial year 2025-26, it is found that the consumer has used electricity from the month of May-25 to February-26. Hence, the certification submitted by OP is not based on facts and hence not acceptable by the Forum. Due to non-payment of monthly bill, the arrear outstanding is accumulated. The Forum is surprised to see that the consumer has made last payment on 26th Oct. 2025 and still there is no disconnection activity done till date. In this regard, the Forum advised the OP to strictly follow the OERC Regulation 2019.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,37,453.64p upto Feb.-2026.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised prior to the meter replacement period (restricted to two year) needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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 Jan.-2022 to Dec.-2023 is to be revised as per succeeding one year average consumption of new meter by considering IMR : 0 (16.01.2023) & FMR of Jan.-2024 under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
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 Ballav Bhoi, At-Bandabahal, Po-Rinbachan, Via-Agalpur, Dist-Bolangir-767022.
2. Executive Engineer, Bolangir Electrical Division, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”