



# 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/ 415

Dated, the 11/06/2026

### Corum:

Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

|                                                                                     |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                                   |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
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| 1                                                                                   | Case No.                                     | Complaint Case No. BGR/288/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                                   |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 2                                                                                   | Complainant/s                                | Name & Address<br>Smt. Janhabi Behera,<br>For Smt. Rama Behera,<br>At/Po-Titilagarh, Hatpadapada,<br>Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   | Consumer No<br>912121040978                                       | Contact No.<br>9937536409 |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 3                                                                                   | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Titilagarh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   | Division<br>Titilagarh Electrical Division,<br>TPWODL, Titilagarh |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 4                                                                                   | Date of Application                          | 08.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                                   |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 5                                                                                   | In the matter of-                            | <table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>√</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">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) 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 |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 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                                                                           |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                                   |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 8                                                                                   | Date(s) of Hearing                           | 08.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                                   |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 9                                                                                   | Date of Order                                | 11.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                                   |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 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 Titilagarh

**Appeared:**

**For the Complainant** -Smt. Janhabi Behera  
**For the Respondent** -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/288/2026**

Smt. Janhabi Behera,  
For Smt. Rama Behera,  
At/Po-Titilagarh, Hatpadapada,  
Dist-Bolangir  
Con. No. 912121040978

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.11.06.2026)**

During Camp Court hearing at Titilagarh Sub-division Office on 08<sup>th</sup> Jun. 2026, the representative of the consumer Smt. Janhabi Behera was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Smt. Janhabi Behera who is a LT-Dom. consumer availing a CD of 1 KW. She was disputed about the inflated and erroneous bills raised in Jul-2021 with 831 units. She has filed her 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 : 08.06.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-I Section of Titilagarh Sub-division. The complainant represented that she was served with erroneous & inflated bill in Jul-2021 with 831 units for which the total outstanding has been accumulated to ₹ 32,166.81p upto Dec.-2025. 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 Dec-2018. The billing dispute raised by the complainant for the inflated and erroneous billing in Jul-2021 with 831 units is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. 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 25<sup>th</sup> Dec. 2018 under DOM category and total outstanding upto Dec.-2025 is ₹ 32,166.81p. 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 Jul-2021 with 831 units 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.

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 ₹ 1,366.72p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 32,166.81p upto Dec.-2025.

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 agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 1,366.72p. Hence, the Forum directed the OP to carry-out the revision proposal and must 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.**

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

  
**S.K.NANDA**  
**PRESIDENT**

Copy to: -

1. Smt. Janhabi Behera, At/Po-Titilagarh, Hatpadapada, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : [tpwesternadisha.com](http://tpwesternadisha.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."**