



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/ 421⁵

Dated, the 11/06/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/292/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Jitendra Bag, At-Lesunbahali, Po-Binekela, Via-Titilagarh, Dist-Bolangir	912122051521	9938436474
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	08.06.2026		
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	08.06.2026		
9	Date of Order	11.06.2026		
10	Order in favour of	Complainant	✓	Respondent
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Titilagarh

Appeared:

For the Complainant

–Sri Jitendra Bag

For the Respondent

–Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/292/2026

Sri Jitendra Bag,
At-Lesunbahali, Po-Binekela,
Via-Titilagarh, Dist-Bolangir
Con. No. 912122051521

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 08th Jun. 2026, the consumer Shri Jitendra Bag 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 consumer Shri Jitendra Bag who is a LT-GPS. consumer availing a CD of 0.5 KW. He was disputed about the imposition of monthly minimum fixed charges from Oct-2022 to May-2024 and requested for bill revision. 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-II Section of Titilagarh Sub-division. The complainant represented that an inflated monthly minimum fixed charges has been charged in the billing from Oct-2022 to May-2024 which needs bill revision and requested before the Forum for revision of bill.

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-GPS consumer availing power supply since Jan.-2021. The billing dispute raised by the complainant for the imposition of monthly minimum fixed charges (MMFC) from Oct-2022 to May-2024 is a genuine dispute. The MMFC for the said period has been claimed wrongly which is impossible for a 1-ph consumer. This may be due to software glitch which needs to be revised.

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

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 0.5 KW. The consumer has availed power supply since 01st Jan. 2021. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed about the imposition of monthly minimum fixed charges (MMFC) for the period Oct-2022 to May-2024. The consumer was billed with abnormally high amount towards MMFC against sanctioned CD of 0.5 KW.
2. The Forum has gone through the documents submitted by both the parties & verified with FG billing data. As per FG meter reading data, the KW of the consumer is,

MONTH	CD (KW)	KW RECORDED	MMFC CLAIMED (in ₹)
OCT-DEC 2022	0.5	NA	600
JAN-23	0.5	NA	200
FEB-JUN' 23	0.5	NA	1000
JUL-AUG'23	0.5	NA	400
SEP-OCT'23	0.5	NA	400
NOV-23	0.5	NA	200
DEC23/JAN24	0.5	NA	400
FEB-24	0.5	NA	200
MAR-APR'24	0.5	NA	400
MAY-24	0.5	NA	200

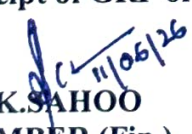
3. Hence, the MMFC raised from Oct-2022 to May-2024 needs bill revision under Cl-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 OP is directed to revise the energy bill of the consumer from Oct-2022 to May-2024 by taking into consideration with CD as 0.5 KW.
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 Jitendra Bag, At-Lesunbahali, Po-Binekela, Via-Titilagarh, 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 : 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."