



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/ 448

Dated, the 29/06/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/297/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Banchhanidhi Mishra, At-Jharbalangir, Po-Kharjura, Dist-Bolangir		915103063117	8249689115																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	11.06.2026																											
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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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6. Others																													
8	Date(s) of Hearing	18.06.2026																											
9	Date of Order	29.06.2026																											
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 Banchhanidhi Mishra

For the Respondent

–Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur



Complaint Case No. BGR/297/2026

Sri Banchhanidhi Mishra,
At-Jharbalangir, Po-Kharjura,
Dist-Bolangir
Con. No. 915103063117

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.29.06.2026)

The representative of the consumer named Shri Banchanidhi Mishra was appealed before the Forum on dated 10th Jun. 2026 which was registered on Case no. 297 of 2026. The complainant represented that though GRF was passed order on dated 30th Oct. 2025 but the OP has not yet revised the bill. He has submitted her grievances for revision of bill. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 18th Jun. 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

The case was heard in detail.

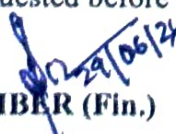
PROCEEDING OF HEARING DATED : 18.06.2026

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 1 KW. The representative of the consumer represented that though GRF was passed order on dated 30th Oct. 2025 in Case no. 531 of 2025 but the OP has not yet revised the bill. He has submitted her grievances for revision of bill. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha Section of Sonepur Sub-division. The consumer represented that against Case no. 531 / 2025, learned GRF was passed order on 30th Oct. 2025 to revise the bill but till date the bill has not yet been revised. For that, the arrear has been accumulated to ₹ 81,768.22p upto May-2026. The complainant raised dispute against the said period 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 relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jan.-2020. Regarding non-compliance of order of GRF in Case no : 531/2025, order passed on 30th Oct. 2025, the OP has revised the bill and proposed withdrawal amount ₹ 67,304.10p but due to some software error, the order has not yet complied which must be complied seven days positively and requested before the Forum to allow seven days for compliance of the said order.

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-GPS. consumer with a CD of 1 KW. The consumer has availed power supply since 20th Jan. 2020 and the arrear outstanding upto May-2026 is ₹ 81,768.22p. After gone through the documents submitted by both the parties, it is observed by the Forum that,

The complainant was appealed before the Forum which was registered on 09th Oct. 2025 with Case no. 531 of 2025. The case was heard on 09th Oct. 2025 at Dumerbahal Camp Court. The Forum was passed order on 30th Oct. 2025. The abstract of the order was,

1. *The provisional bill raised to the consumer from the date of power supply i.e. 20th Jan. 2020 to Jan-2024 is to be revised considering IMR : 0 (20.01.2020) and FMR : 404 (Jan.-2024) as the same meter (meter no. LW499671) was existing.*
2. *The OP is directed to amend the billing category from GPS tariff to DOM tariff w.e.f. 09th Oct. 2025 as the first application of the complainant for tariff change has been received on 09th Oct. 2025.*
3. *The complainant is advised to apply before the OP for correction of name observing departmental formalities.*

Against that Order, the OP was submitted the compliance report during that time. But, as per application of the complainant, it is seen that the bill has not yet been revised and the grievance of the petitioner is still pending. The Forum is also verified the billing data on the spot and found that the contention of the complainant was true and disputed bill has not yet revised. Against that, the OP submitted that due to oversight, the disputed bill has not revised and undertakes to revise the bill in Jun.-2026 positively.

Taking into consideration of versions of both the parties, the Forum is of the view that, the OP was given false statement during that time that the disputed bill has revised This sort of compliance by the OP leads to misleading the Forum which is not acceptable at all. Due to this activity of OP, the complainant is losing confidence of the Forum as well as reputation of the licensee. The Form has taken this as a **SERIOUS NOTE** and warned the OP not to repeat this in future. Also, the Forum advised the OP to revise the bill by Jan.-2026 positively as it has been over-delayed.

On 22nd Jun. 2026, the OP intimated the Forum that the said bill revision has been done and reflected in the billing software and it will be adjusted in the bill of Jun-2026 (to be served in Jul-2026) with a withdrawal amount of ₹ 67,304.10 in line with GRF Case no. 531 of 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.

MEMBER (Fin.)

PRESIDENT

The energy bill of the consumer has revised by the OP during Jun-2026 with a withdrawal amount of ₹ 67,304.10p. As the OP has revised the bill and the grievance of the complainant has redressed, the present case is hereby dropped.

Case is disposed off accordingly.



29/06/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Banchhanidhi Mishra, At-Jharbalangir, Po-Kharjura, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."