



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/ **480 (5)**

Dated, the **15th July'2026**

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- **President**
- **Member (Finance)**

1	Case No.	Complaint Case No. BGR/317/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Miss. Anjali Mahar, For Sri Adhibash Mahar, At/Po-Muribahal, Dist-Bolangir		912213010143	9337259212 7504865233																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	24.06.2026																											
5	In the matter of-	<table border="1"><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 border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</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)	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	09.07.2026																											
9	Date of Order	15.07.2026																											
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 -Miss. Anjali Mahar
For the Respondent -Sri Kailash Chandra Swain, DFM (Auth. Representative)

Complaint Case No. BGR/317/2026

Miss. Anjali Mahar,
For Sri Adhibash Mahar,
At/Po-Muribahal, Dist-Bolangir
Con. No. 912213010143

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.15.07.2026)

The consumer was appealed before the Forum on dated 24th Jun. 2026 which was registered on Case no. 317 of 2026. The complainant represented that she was appealed before the Forum during Nov.-2015 and order issued on 30th Dec. 2025 but the OP has not yet revised the bill. She was submitted her grievances to revise the bill.

Accordingly, hearing date was fixed on 09th Jul. 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 : 09.07.2026

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that she was appeal before the Forum and registered as Case no. 592 of 2025. The learned Forum was passed order on 30th Dec. 2025 but till date the OP has not revised the bill. The complainant raised dispute against the same and requested before the Forum for suitable revision of the bill.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The complainant represented that the OP has not yet revised the bill in line with order of Forum in Case no. 592 OF 2025. The complainant 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 prior to Apr-1999. The dispute raised by the complainant is not based on facts. In line with GRF Order in Case no. 592 of 2025, the OP has

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revised the bill in Jan.-2026 with a withdrawal amount of ₹ 41,283.43. But subsequently, the consumer has not paid the revised amount.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto May-2026 is ₹ 85,632.73p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that proper bill revision has not done in line with GRF Case no. 592 of 2025, which needs bill revision.

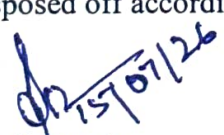
The OP submitted that they have revised the disputed energy bill in line with GRF order dated 30th Dec. 2025 and withdrawn ₹ 41,283.43 in Jan.-2026. Hence, the submission of complainant is not based on facts.

2. The Forum has gone through the billing ledger and found that the statement of OP is true. The OP has revised the bill in Jan.-2026 and withdrawn ₹ 41,283.43p from the energy bill. After revision, the consumer has not paid the revised amount for which the total outstanding has been accumulated to **₹ 85,632.73p upto May-2026.**

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 already revised the disputed bill in Jan-2026 with a withdrawal amount of ₹ 41,283.43p. As the grievance of the complainant has already redressed, the present case is herewith dropped. The OP is directed to provide a copy of the revision statement to the consumer. The OP is directed to take necessary step to collect the revised arrear outstanding.

Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Miss. Anjali Mahar, C/o-Sri Adhibash Mahar, At/Po-Muribahal, Dist-Bolangir-767037.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."