



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର
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/ 465 (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/322/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Rabi Chandra Saraf, At-Radharanipada, Po/Dist-Bolangir		911124110227	9778195336																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	08.07.2026																											
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) 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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8	Date(s) of Hearing	08.07.2026																											
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: Camp Court at Bolangir Town

Appeared:

For the Complainant –Sri Rabi Chandra Saraf
For the Respondent –Sri Swadhin Sahu, OAG-I (Authorised Representative)

Complaint Case No. BGR/322/2026

Sri Rabi Chandra Saraf,
At-Radharanipada,
Po/Dist-Bolangir
Con. No. 911124110227

-

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

-

OPPOSITE PARTY

ORDER

(Dt.15.07.2026)

During Camp Court hearing at Sec-IV, Balangir on 08th Jul. 2026, the consumer Shri Rabi Chandra Saraf was present & Shri Swadhin Sahu, OAG-I, Balangir-I Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Rabi Chandra Saraf who is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed about the erroneous bills raised during the month of Jan.-2023 with 1854 units. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

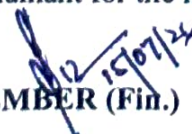
PROCEEDING OF HEARING DATED : 08.07.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The complainant represented that he has served with erroneous, inflated & provisional bill in Jan.-2023 with 1854 units. For that, the total outstanding has been accumulated to ₹ 17,632.96p upto Jun.-2026. 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 Jan.-2013. The billing dispute raised by the complainant for the inflated, erroneous & provisional billing in Jan.-2023 is a genuine


MEMBER (Fin.)


PRESIDENT

dispute. Power supply to the consumer was disconnected earlier for which no bill has been generated from Oct-2021 to Dec-2022. Power supply has been reconnected on 20th Feb. 2023 but provisional billing done for that period has not adjusted subsequently. As the above-stated period bill has not been revised, it needs bill revision.

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 1.5 KW. The consumer has availed power supply since 25th Jan. 2013 under LT-Dom. category and total outstanding upto Jun-2026 is ₹ 17,632.96p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that provisional bills raised in Jan.-2023 with 1854 units has not yet revised which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to disconnection of power supply to the consumer, no bill has been generated from Oct-2021 to Dec-2022. Thereafter, in Jan-2023, provisional bill of Jan.-2023 has been raised with 1854 units which was adjusted subsequently which needs bill revision to redress the consumer grievances. Hence, to resolve the consumer grievances, the provisional billing period should be revised as per actual meter reading and in line with OERC Regulation.

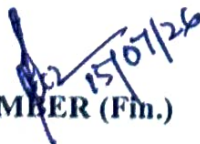
The Forum analysed the billing ledger with the version of both the parties and observed that the consumer was billed with "PROVISIONAL" basis from Oct-2021 to Jun-2025. Also, it is found that power supply to the consumer was disconnected earlier and reconnected on 20th Feb. 2023. But the provisional bill done in Jan-2023 with 1854 units has not adjusted / revised subsequently for which bill revision is required to redress the consumer grievances.

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 ₹ 6,548.05p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 17,632.96p upto Jun.-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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 6,548.05p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


MEMBER (Fm.)


PRESIDENT



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.



12/15/07/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Rabi Chandra Saraf, At-Radharanipada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”