



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/ **491(5)**

Dated, the **23rd July'2026**

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

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

1	Case No.	Complaint Case No. BGR/334/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Prasanta Padhan, For Sri Labar Padhan, At-Mandiapadar, Po-Hirapur, Dist-Bolangir		911212140127	9777237317																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	10.07.2026																											
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	10.07.2026																											
9	Date of Order	23.07.2026																											
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 Chhatamakhna

Appeared:

For the Complainant –Sri Prasanta Padhan

For the Respondent –Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/334/2026

Sri Prasanta Padhan,
For Sri Labar Padhan,
At-Mandiapadar, Po-Hirapur,
Dist-Bolangir
Con. No. 911212140127

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.23.07.2026)

During Camp Court hearing at Chhatamakhna Section Office on 10th Jul. 2026, the representative of the consumer Shri Prasanta Padhan was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 10.07.2026

HISTORY OF THE CASE

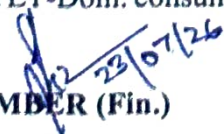
The Complaint petition filed by the representative of the consumer Shri Prasanta Padhan who is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed about the inflated and erroneous bill raised in the month of Oct-2020 with 4280 units. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chhatamakhna Section of Balangir-II Sub-division. The complainant represented that he was served with erroneous & inflated bill raised in the month of Oct-2020. For that inflated bill, the total outstanding has been accumulated to ₹ 26,015.20p 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 Sep-2015. The billing dispute raised


MEMBER (Fin.)


PRESIDENT

by the complainant for the inflated and erroneous billing in the month of Oct-2020 is a genuine dispute. Due to some technical glitch, the consumer was billed erroneously with 4280 units where IMR: 4232 & FMR: 4280. Hence, to rectify this, the actual billing units for the month of Oct-2020 is to be re-casted as per actual consumption.

Considering the above, the OP requested before the Forum for revision of bill 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 16th Sep. 2015 under DOM category and total outstanding upto Jun.-2026 is ₹ 26,015.20p. 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 was been done in the month of Oct-2020 with 4280 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to some technical glitch, the consumer was erroneously billed with 4280 units where IMR : 4232 & FMR : 4280. Hence, to rectify this, the billing is to be re-casted.

The Forum analysed the billing pattern and observed that the statement of the consumer is true and he was erroneously billed in Oct-2020. The abstract is stated below,

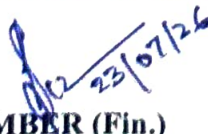
<u>ACTUALLY BILLED</u>			
MONTH	IMR	CMR	BILLED UNIT
OCT-20	4232	4280	4280
<u>TO BE BILLED</u>			
MONTH	IMR	CMR	BILLED UNIT
OCT-20	4232	4280	48

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 ₹ 25,659.30p 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 ₹ 26,015.20p 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 has agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 25,659.30p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


MEMBER (Fin.)

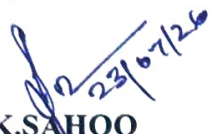

PRESIDENT





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.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Prasanta Padhan, At-Mandiapadar, Po-Hirapur, Dist-Bolangir-767020.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."