



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/ 495(5)

Dated, the 28th July'2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/337/2026																										
2	Complainant/s	Name & Address Sri Jaldhar Jal, At-Sankarbhoji, Po-Chhatamakhna, Dist-Bolangir	Consumer No 911212010368	Contact No. - -																								
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) –		
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	<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																		
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																												
8	Date(s) of Hearing	10.07.2026																										
9	Date of Order	28.07.2026																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Chhatamakhna



Appeared:

For the Complainant - Sri Jaldhar Jal
For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/337/2026

Sri Jaldhar Jal,
At-Sankarbhoji, Po-Chhatamakhna,
Dist-Bolangir
Con. No. 911212010368

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.28.07.2026)

During Camp Court hearing at Chhatamakhna Section Office on 10th Jul. 2026, the consumer Shri Jaldhar Jal was present & Shri Sunil Kumar Swain, SDO-II, Bolangir 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 consumer Shri Jaldhar Jal 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 Jun-2020 with 900 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 Bolangir-II Sub-division. The complainant represented that he was served with erroneous & inflated bill raised in the month of Jun-2020. For that inflated bill, the total outstanding has been accumulated to ₹ 6,775.67p 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 Nov-2002. The billing dispute raised by the complainant for the inflated and erroneous billing in the month of Jun-2020 is a genuine dispute. Actually, the energy meter of the consumer was replaced on Feb-2019 but due to delay meter updation, the same was reflected in Jun-2020 with CMR: 900 for which the consumer was billed erroneously with 900 units considering IMR : 0 & FMR : 900. Hence, to rectify this, the actual billing units is to be re-casted as per actual consumption month,

MEMBER (Fin.)

PRESIDENT

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 13th Nov. 2002 under DOM category and total outstanding upto Jun.-2026 is ₹ 6,775.67p. 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 Jun-2020 with 900 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that the energy meter was replaced in Feb-2019 but due to delay in meter updation data, the same was reflected on Jun-2020 with CMR: 900 for the consumer was erroneously billed with 900 units considering IMR: 0 & CMR: 900. Hence, to rectify this, the billing is to be re-casted.

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 ₹ 6,000.00p is to be withdrawn from the arrear outstanding.

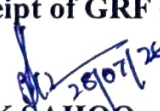
2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 6,775.67p upto Jun.-2026.

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 ₹ 6,000.00p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Jaldhar Jal, At-Sankarbhoji, Po-Chhatamakhna, Dist-Bolangir-767065.
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."