



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/ 496(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/338/2026																										
2	Complainant/s	Name & Address Sri Rajesh Kumar Kedia, At-Clubpada, Near Union Bank, Po/Dist-Bolangir	Consumer No 911212011257	Contact No. 9583423345																								
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><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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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 Rajesh Kumar Khedia

For the Respondent

–Sri Bijaya Ku. Rout, OAG-I (Authorised Representative)

Complaint Case No. BGR/338/2026

Sri Rajesh Kumar Khedia,
At-Clubpada, Near Union Bank,
Po/Dist-Bolangir
Con. No. 911212011257

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.28.07.2026)

During Camp Court hearing at REC Section Office on 10th Jul. 2026, the consumer Shri Rajesh Kumar Kedia 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 consumer Shri Rajesh Kumar Kedia who is a LT-GPS. consumer availing a CD of 1.5 KW. He was disputed about the inflated and erroneous bills raised from May-2010 to May-2020. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

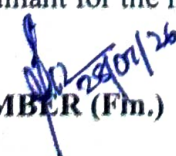
SUBMISSION OF COMPLAINANT DURING HEARING

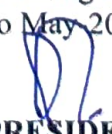
The complainant is a consumer under REC Section of Balangir-II Sub-division. The complainant represented that he has been served with non-linear meter reading bill from May-2010 to May-2020. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

He was stated that due to such disputed bill, he was not made regular payment for which the arrear outstanding has been accumulated to ₹ 12,280.70p 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-GPS. consumer availing power supply since Apr-2010. The billing dispute raised by the complainant for the inflated and erroneous billing during May-2010 to May 2020 is a


MEMBER (Fm.)


PRESIDENT

genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. 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-GPS. consumer with a CD of 1.5 KW. The consumer has availed power supply since 27th Apr. 2010 under GPS category and total outstanding upto Jun-2026 is ₹ 12,280.70p. 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 has been done from May-2010 to May-2020 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous & suppressed meter reading by the concerned meter reader during that period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 4,059.15p is to be withdrawn from the arrear outstanding.

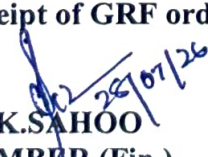
2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 12,280.70p upto Jun.-2026.

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 ₹ 4,059.15p. 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 Rajesh Kumar Kedia, At-Clubpada, Near Union Bank, Po/Dist-Bolangir-767001.
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."