



## 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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 489

Dated, the 30/06/2025

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/351/2025																																											
2	Complainant/s	Name & Address Sri Sandeep Kumar Mahapatra, For Sri Rabindra Mahapatra, At/Po-Patnagarh, Ramjee Chowck, Dist-Bolangir		Consumer No 912311050373	Contact No. 9937597250																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																																									
4	Date of Application	20.06.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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	20.06.2025																																											
9	Date of Order	30.06.2025																																											
10	Order in favour of	Complainant	✓	Respondent	Others																																								
11	Details of Compensation awarded, if any.	Nil																																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Patnagarh

**Appeared:**

For the Complainant - Sri Sandeep Kumar Mahapatra  
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/351/2025**

Sri Sandeep Kumar Mahapatra,  
For Sri Rabindra Mahapatra,  
At/Po-Patnagarh, Ramjee Chowck,  
Dist-Bolangir  
Con. No. 912311050373

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.30.06.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Sandeep Kumar Mahapatra who is a LT-GPS consumer availing a CD of 1.75 KW. He has disputed about the claiming of additional bill / miscellaneous amount of ₹ 800/- in the bill of Apr-2025 illegally. He has filed his grievances for withdrawal of additional bill / miscellaneous amount of ₹ 800/-. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 20.06.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The complainant represented that an additional amount of ₹ 800/- has been added in the bill of Apr-2025 as additional bill / miscellaneous amount illegally which needs to be withdrawn. The complainant raised dispute against the additional bill / miscellaneous amount 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 Mar.-2015. The billing dispute raised by the complainant for the additional bill / miscellaneous amount of ₹ 800/- added in the bill of Apr-2025 is a genuine dispute.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-GPS consumer with a CD of 1.75 KW. The consumer has availed power supply since 21<sup>st</sup> Mar. 2015 and total outstanding upto May-2025 is ₹ 1,301.05p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, illegal addition of ₹ 800/- in Apr-2025 bill which needs bill revision.

The OP submitted a PVR along with written version dated 30<sup>th</sup> Jun. 2025 and due to wrong punching of DC entry on 19<sup>th</sup> May 2025 which has been rectified on 22<sup>nd</sup> May 2025 through RC entry, RC charges of ₹ 800/- has been added in the bill which needs to be withdrawn as physically there is no DC-RC activity. The PVR dated 24<sup>th</sup> Jun. 2025 & written version submitted by OP dated 30<sup>th</sup> Jun. 2025 has been taken into record.

The Forum analysed the documents submitted by both the parties and feels that due to wrong punching of DC entry on 19<sup>th</sup> May 2025 and RC entry on 22<sup>nd</sup> May 2025 by OP, RC fees of ₹ 800/- has been added in the bill where there is no physical DC-RC has been made. Hence, the additional bill raised by OP is not genuine and needs to be withdrawn.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,301.05p upto May-2025.

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 additional bill / miscellaneous amount of ₹ 800/- raised in the bill of Apr-2025 is not genuine as there is no DC-RC activity has been done. Hence, the said amount of ₹ 800/- must be withdrawn and should be reflected in the next monthly 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.

  
K.S. PADHEE

CO-OPTED MEMBER

  
P.K. SAHOO  
MEMBER (Fin.)

  
K.B. SAHU  
PRESIDENT

Copy to: -

1. Sri Sandeep Kumar Mahapatra, At/Po-Patnagarh, Ramjee Chowck, Dist-Bolangir-767025.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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](http://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."