



## **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/ 545

Dated, the 29/07/2025

**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/385/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Debananda Mishra, At/Po-Sanmula, Via-Bangomunda, Dist-Bolangir		912212040296	99385409843																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	23.07.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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)</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)	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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6. Others																													
8	Date(s) of Hearing	23.07.2025																											
9	Date of Order	29.07.2025																											
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 Bangomunda

**Appeared:**

**For the Complainant**  
**For the Respondent**

–Sri Debananda Mishra  
–Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/385/2025**

Sri Debananda Mishra,  
At/Po-Sanmula, Via-Bangomunda,  
Dist-Bolangir  
Con. No. 912212040296

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.29.07.2025)**

During Camp Court hearing at Bangomunda on 23<sup>rd</sup> Jul. 2025, the consumer Shri Debananda Mishra was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Debananda Mishra who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous and inflated bills from Feb.-2002 to till date. He has 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 : 23.07.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The complainant represented that he was served with erroneous and inflated bills from Feb.-2002 to till date. For that, the total outstanding has been accumulated to ₹ 32,909.36p upto Jun.-2025. 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 records. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Dec.-2001. The billing dispute raised by the complainant for the erroneous and inflated billing from Feb.-2002 to till date is not based on facts. The OP has already revised the bill from Feb.-2002 to Aug.-2023 where there is some billing error. After Aug.-2023, all bills have been generated on actual meter reading basis and no further revision is required.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

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

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 10<sup>th</sup> Dec. 2001 and total outstanding upto Jun.-2025 is ₹ 32,909.36p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, there is an erroneous and inflated billing has been done from Feb.-2002 to till date which needs bill revision.

The OP submitted that they have already revised the bill in three phases. The bill revision details are,

REVISION MONTH	WITHDRAWAL AMOUNT (in ₹)	REVISION PERIOD
SEP-2024	15591.94	Feb.-2002 to Dec.-2013
FEB-2024	2843.80	Jan.-2014 to Dec.-2014
FEB-2024	975.79	Aug.-2021 to Aug.-2023
<b>TOTAL WITHDRAWAL AMOUNT (₹)</b>	<b>19411.53</b>	

From the above, it is clear that the OP has taken initiatives and revised the bill of the disputed period and withdraw the disputed amount. But due to non-paying habit of the consumer, the arrear is still pending.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 32,909.36p upto Jun.-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 energy bill from Feb.-2002 to Aug.-2023 has already been revised in three occasions and withdrawn a total amount of ₹ 19,411.53p. No further bill revision is required from Sep.-2023 onwards as the bills have been raised on actual meter reading basis. Hence, the complaint of the complainant is hereby rejected.

Case is disposed off accordingly.

  
**K.S.PADHEE**  
**CO-OPTED MEMBER**

  
**P.K.SAHOO**  
**MEMBER (Fin.)**

  
**K.B.SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Debananda Mishra, At/Po-Sanmula, Via-Bangomunda, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."