



## 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/ 682

Dated, the 17/09/2025

**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/491/2025  |   |   |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address<br>Sri Jhasketan Chandan,<br>For Sir Bipra Prasad Chandan,<br>At-Kalasar, Po-Roth,<br>Dist-Bolangir   |   | Consumer No<br>911312080332                                   | Contact No.<br>8260103258 |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 3   | Respondent/s   | Name<br>S.D.O (Elect.), TPWODL, Loisingha  |   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 4   | Date of Application                                  | 12.09.2025   |   |   |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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) – |  |  |
| 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><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                                   | 12.09.2025   |   |   |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 9   | Date of Order  | 17.09.2025   |   |   |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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 Kendumundi

**Appeared:**

**For the Complainant**

—Sri Jhasketan Chandan

**For the Respondent**

—Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/491/2025**

Sri Jhasketan Chandan,  
For Sri Bipra Prasad Chandan,  
At-Kalasar, Po-Roth,  
Dist-Bolangir  
Con. No. 911312080332

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.17.09.2025)**

During Camp Court hearing at Kendumundi on 12<sup>th</sup> Sep. 2025, the representative of the consumer Shri Jhasketan Chandan was present & Shri Saroj Kumar Kanda, SDO-Loisingha Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Jhasketan Chandan who is a LT-Dom. consumer availing a CD of 0.1 KW. He has disputed about the inflated and erroneous bills raised in Mar-2024 with 891 units. 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 : 12.09.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that he has served with erroneous & inflated bill in Mar-2024 with 891 units. For that, the total outstanding has been accumulated to ₹ 16,581.89p upto Jul-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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar.-2016. The billing dispute raised by the complainant for the inflated and erroneous billing in Mar.-2024 with 891 units is a 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.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

Page 2 of 3

**PRESIDENT**



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-Dom. consumer with a CD of 0.1 KW. The consumer has availed power supply since 20<sup>th</sup> Mar. 2016 under DOM category and total outstanding upto Jul-2025 is ₹ 16,581.89p. As complained by the complainant and submission of OP, it is observed by the Forum that,

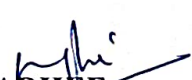
1. The consumer represented that erroneous reading & inflated billing was done in Mar.-2024 with 891 units which needs bill revision as per actual meter reading.  
The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, 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 ₹ 1,292.65p 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 ₹ 16,581.89p upto Jul.-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 OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 1,292.65p. 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.

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

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

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Jhasketan Chandan, At-Kalasar, Po-Roth, Dist-Bolangir-767061.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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](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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**