



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 682<sup>G</sup>

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/492/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Parameswar Patel, At-Amaramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir		911312100239	8658687992																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																																									
4	Date of Application	12.09.2025																																											
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	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 Parameswar Patel  
For the Respondent - Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/492/2025**

Sri Parameswar Patel,  
At-Amaramunda, Po-Pandesara,  
Via-Agalpur, Dist-Bolangir  
Con. No. 911312100239

**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 consumer Shri Parameswar Patel 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 consumer Shri Parameswar Patel who is a LT-Dom. consumer availing a CD of 0.01 KW. He has disputed about the imposition of monthly minimum fixed charges of ₹ 1,215/- in Apr-May/2013 and requested for bill revision. 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 an inflated monthly minimum fixed charges has been charged in the billing of Apr-May/2013 of ₹ 1,215/- which needs bill revision and requested before the Forum for revision of 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-Domestic consumer availing power supply since Apr-2011. Initially, the consumer has availed power supply in "KTJ" category and since Oct-2021, his billing tariff has been recategorized under "DOM" tariff. The billing dispute raised by the complainant for the imposition of monthly minimum fixed charges (MMFC) for the month of Apr-May/2013 is a genuine dispute. As the consumer was under "KTJ" category during that disputed period, he has to be claimed @ ₹ 65/- p.m. as per prevailing tariff order but wrongly he has been billed with ₹ 1,215/- which needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)  
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PRESIDENT



Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.

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

The consumer is a LT-Dom. consumer with a CD of 0.01 KW. The consumer has availed power supply since 13<sup>th</sup> Apr. 2011 and total outstanding upto Aug-2025 is ₹ 14,165.75p. As per billing ledger, the consumer was availed power supply under "KTJ" tariff upto Oct-2021 and thereafter has been recategorized under "DOM" tariff. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed about the imposition of monthly minimum fixed charges (MMFC) for the month of Apr-May/2013 with ₹ 1,215/- which needs bill revision.
2. The Forum has gone through the documents submitted by both the parties & verified with FG billing data and found that there is some error in the billing of Apr-May/2013 where MMFC has wrongly imposed. As per prevailing tariff for the year 2013-14, the applicable billing for "KTJ" tariff is ₹ 65/- p.m. subject to ≤ 30 units p.m. In the above case, he has to be billed ₹ 130/- (bi-monthly billing) in stead of ₹ 1,215/-. Hence, the MMFC raised for Apr-May/2013 needs bill revision under Cl-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.
3. 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 ₹ 1,085/- (₹ 1,215.00p - ₹ 130.00p) is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 14,165.75p upto Aug.-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 ₹ 1,085/- (₹ 1,215.00p - ₹ 130.00p). 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.

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

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Parameswar Patel, At-Amaramunda, Po-Pandesara, Via-Agalpur, 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 : tpwwesternodisha.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."**