



## 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/ 685

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/495/2025																											
2	Complainant/s	Name & Address Sri Prafulla Kumar Sahu, For Smt. Jagnyesini Gadtia, At/Po-Loisingha, C.H.C Loisingha, Dist-Bolangir		Consumer No 911311010476	Contact No. 9078875620																								
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>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) 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 Loisingha

**Appeared:**

**For the Complainant** -Sri Prafulla Kumar Sahu  
**For the Respondent** -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/495/2025**

Sri Prafulla Kumar Sahu,  
For Smt. Jagnyesini Gadtia,  
At/Po-Loisingha, C.H.C Loisingha,  
Dist-Bolangir  
Con. No. 911311010476

**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 Prafulla Kumar Sahu 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 Prafulla Kumar Sahu who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous bills raised from the date of power supply to Oct-2024. He has submitted 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 Loisingha section of Loisingha Sub-division. The complainant represented that he was served with erroneous bill from the date of power supply to Oct-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

He has stated that due to such disputed bill, he has not made regular payment for which the arrear outstanding has been accumulated to ₹ 35,226.25p 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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Sep.-2015 and total outstanding upto Jul.-2025 is ₹ 35,226.25p, As complained by the complainant and submission of OP, it is observed by the Forum that,

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**

The consumer represented that erroneous reading & inflated billing has been done from the date of power supply to Oct-2024 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that erroneous meter reading has been done in some month between the date of power supply to Jul-2023 which was 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 ₹ 7,027.67p is to be withdrawn from the arrear outstanding.

Also, the Forum noticed that the existing meter with sl. no. WCG24632 has been replaced with a new meter on 12<sup>th</sup> Sep. 2023 with meter no. TWSP51048061. Again, it is seen that a new meter has been installed on 18<sup>th</sup> Apr. 2024 with meter no. TWST1700041. Again, it is found that the same meter has been replaced on 04<sup>th</sup> Oct. 2024 with previous meter no. TWSP51048061. The OP submitted that due to wrong punching of meter no. on 18<sup>th</sup> Apr. 2024 for which the dispute arised. Actually, there is no meter change done on 18<sup>th</sup> Apr. 2024 and the present meter with sl. no. TWSP51048061 has been installed since 12<sup>th</sup> Sep. 2023 and is still existing. Hence, the billing done during that period i.e. Aug-2023 to Oct-2024 needs bill revision. It is seen that there is a partly bill revision done in that period with credit amount of ₹ 3,017.25p and reflected in the bill of May-2024 which should be taken care of.

During the course of hearing, the OP initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 2,216.40p (₹ 5,233.65p - ₹ 3,017.25p) is to be withdrawn from the arrear outstanding.

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 ₹ 9,244.07p (₹ 7,027.67p + ₹ 2,216.40p). 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 Prafulla Kumar Sahu, At/Po-Loisingha, C.H.C Loisingha, Dist-Bolangir-767020.
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 → 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."