



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/

718⁽⁵⁾

Dated, the

25/09/2025

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/508/2025																										
2	Complainant/s	Name & Address Sri Balmat Meher, At/Po-Ghunesh, Via-Harishankar Road, Dist-Bolangir	Consumer No 912212062085	Contact No. 7735544110																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	22.09.2025																										
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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	22.09.2025																										
9	Date of Order	25.09.2025																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Dabri



Appeared:

For the Complainant -Sri Balmat Meher
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/508/2025

Sri Balmat Meher,
At/Po-Ghunesh, Via-Harishankar Road,
Dist-Bolangir
Con. No. 912212062085

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.25.09.2025)

During Camp Court hearing at Dabri Grid S/s on 22nd Sep. 2025, the consumer Shri Balmat Meher was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Balmat Meher who is a LT-Dom. consumer availing a CD of 0.4 KW. He has disputed about the imposition of monthly minimum fixed charges from Oct-2024 to Mar-2025 & energy bill of Dec-2024 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 : 22.09.2025

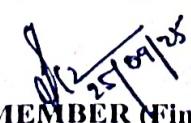
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The complainant represented that an inflated monthly minimum fixed charges has been charged from Oct-2024 to Mar-2025 and inflated energy bill of Dec-2024 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 Dec-2019. Initially, the consumer was availed power supply in "KTJ" category and since Sep.-2021, thereafter no bill has been generated till next three year i.e. upto Sep-2024. In Oct-2024, MMFC has been charged for ₹ 2880/-. For the month of Nov. & Dec-2024, MMFC has been claimed @ ₹ 70/- p.m. & inflated energy bill has also been served. From Jan.-2025 to Mar-2025, MMFC @ 140/- p.m. has been charges considering MD as 7 KW. The billing dispute raised by the complainant for the imposition of monthly minimum fixed charges (MMFC) & energy bill is a genuine dispute and needs to be revised.


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 0.4 KW. The consumer has availed power supply since 15th Dec. 2019 and total outstanding upto Aug-2025 is ₹ 23,748.08p. As per billing ledger, the consumer was availed power supply under "KTJ" tariff upto Sep-2021 and thereafter no energy bill has been generated till Sep-2024. In Oct-2024, actual bill has been generated with 5279 units considering IMR : 0 & CMR : 5279 with Domestic tariff. In Nov.-2024, bill has been generated on average basis with "Negative reading" remarks. "O" code reading correction has been done with CMR : 5248. In Oct-2024, MMFC of ₹ 2,880/- has been claimed for Oct-2021 to Oct-2024 (37 months). In Nov. & Dec-24, MMFC claimed @ 70/- p.m. From Jan-2025 to Mar-2025, MMFC has been claimed @ ₹ 140/- p.m. considering MD as 7 KW.

During the hearing process, the Forum directed the OP to make physical inspection with connected load. The OP inspected the premises on the same day and submitted that the connected load is 0.096 KW. Also, the Forum observed that the OP has raised the bill in Oct-2024 for 37 months which attract Sec-56 (2) of Electricity Act 2003 and violates Cl-152 (ii) of OERC Regulation (Conditions of Supply) Code 2019. From the billing data, it is found that P/s to the consumer is under disconnection since Nov-2020 with CMR : 3 and thereafter zero units bill generated upto Sep-2021.

The Forum observed that the bill of Oct-2024 has been generated by allowing slab-benefit from Oct-2021 to Oct-2024 under "DOM" tariff whereas MMFC has been calculated as per KTJ tariff which needs bill revision as per physical verification report of SDO-Kantabanji dated 22nd Sep. 2025. Hence, the MMFC claimed in the bill of Oct-2024 to Mar-25 needs bill revision under Cl-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 MMFC claimed in the bill of Oct-2024 (Sep-2021 to Oct-2024) to Mar-2025 is to be revised considering the contract demand of the consumer.

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. PAHLEE
CO-OPTED MEMBER

P.K. SAHOO
MEMBER (Fin.)

K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Balmat Meher, At/Po-Ghunesh, Via-Harishankar Road, Dist-Bolangir-767038.
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 : 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."