



# GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 69<sup>ES</sup>

Dated, the 31/01/2026

**Corum:** Er. Sambit Kumar Nanda - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/51/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Kali Charan Gurandi, For President, Maa Maheswari P.P, Pua-II, At/Po-Pua, Via-Tarbha, Dist-Sonepur		915001060932	7749956056
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	22.01.2026			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u>			
		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	22.01.2026			
9	Date of Order	31.01.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Charbhata



**Appeared:**

**For the Complainant** - Sri Kali Charan Gurandi  
**For the Respondent** - Sri Bibekananda Dikshit, S.D.O(El.), Sonapur (Representative)

**Complaint Case No. BGR/51/2026**

Sri Kali Charan Gurandi  
For President,  
Maa Maheswari P.P, Pua-II,  
At/Po-Pua, Via-Tarbha,  
Dist-Sonepur  
Con. No. 915001060932

**COMPLAINANT**

**-Versus-**

Executive Engineer,  
Sonepur Electrical Division,  
TPWODL, Sonapur

**OPPOSITE PARTY**

**ORDER**

**(Dt.31.01.2026)**

During Camp Court hearing at Charbhata PSS on 22<sup>nd</sup> Jan. 2026, the representative of P.P. Shri Kali Charan Gurandi was present & Shri Bibekananda Dikshit, SDO-Sonepur was present on behalf of opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of P.P. Shri Kali Charan Gurandi who is a LT-Irr. consumer availing a CD of 9.5 KW. He has disputed about the erroneous bills raised from the date of power supply to Sep-2022. 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 : 22.01.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khari section of Sonapur Sub-division. The complainant represented that he has served with erroneous, inflated & provisional bill from the date of power supply to Sep-2022. For that, the total outstanding has been accumulated to ₹ 1,11,987.51p upto Dec.-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-Irr. consumer availing power supply since Dec-2014. The billing dispute raised by the complainant for the inflated, erroneous & provisional billing from the date of power supply to Sep-2022 is a genuine dispute. In this regard, it is to submit here that the consumer was served with provisional bills from the date of power supply to JSep-2022 which has not been adjusted in the subsequent bill. As the above-stated period bill has not been revised, it needs bill revision.

**MEMBER (Fin.)**

**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-Irr. consumer with a CD of 9.5 KW. The consumer has availed power supply since 28<sup>th</sup> Dec. 2014 under LT-Irr. category and total outstanding upto Dec-2025 is ₹ 1,11,987.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that provisional bills raised from the date of power supply to Sep-2022 has not revised which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to non-availability of meter reading, the consumer was billed with provisional basis which should be adjusted with Oct-2022 actual reading but due to change of meter on 31<sup>st</sup> Oct. 2022, the same has not yet adjusted which needs bill revision to redress the consumer grievances. Hence, to resolve the consumer grievances, the provisional billing period should be revised as per OERC Regulation.

The Forum analysed the billing ledger with the version of both the parties and observed that the consumer was billed with "PROVISIONAL" basis from the date of power supply i.e. 28<sup>th</sup> Dec. 2014 to Sep-2022. The existing meter has been replaced on 31<sup>st</sup> Oct. 2022 with a new meter having sl. no. 10013294. Due to replacement of meter, the provisional bill has not adjusted in Oct-2022 bill for which bill revision is required as per CL-155 & 157 of OERC Regulation.

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 ₹ 24,391.26p 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 ₹ 1,11,987.51p upto Dec.-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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 24,391.26p. 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.

  
MEMBER (Fin.)

  
PRESIDENT



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.

  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Kali Charan Gurandi, At/Po-Pua, Via-Tarbha, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Sonepur Electrical Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bholnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**