



## **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/

734<sup>(5)</sup>

Dated, the

16/10/2025

**Corum:**

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President

- Member (Finance)

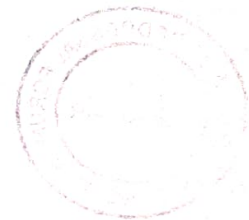
- Co-Opted Member

|                                                                                     |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                               |             |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
|-------------------------------------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------------------------------------------------------------|-------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------------------|-----------|-------------------------------------------|------------------------------------------------------|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|-------------------------------------------------|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1                                                                                   | Case No.                                             | Complaint Case No. BGR/520/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                               |             |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 2                                                                                   | Complainant/s                                        | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   | Consumer No                                                   | Contact No. |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
|                                                                                     |                                                      | Srabani Sahu,<br>For Sri Narasingha Sahu,<br>At/Po-Bilaisarda, Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |   | 911212200528                                                  | 9827266995  |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 3                                                                                   | Respondent/s                                         | Name<br>S.D.O (Elect.), No. II, TPWODL, Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |             |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 4                                                                                   | Date of Application                                  | 08.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                               |             |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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                                   | 08.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                               |             |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 9                                                                                   | Date of Order                                        | 16.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                               |             |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 Bilaisarda

**Appeared:**

**For the Complainant** -Srabani Sahu

**For the Respondent** -Sri Jagannath Mohanty, ESO, Chhatamakhna

**Complaint Case No. BGR/520/2025**

Srabani Sahu,  
For Sri Narasingha Sahu,  
At/Po-Bilaisarda, Dist-Bolangir  
Con. No. 911212200528

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

**OPPOSITE PARTY**

**ORDER**  
**(Dt.16.10.2025)**

During Camp Court hearing at Bileisarda on 08<sup>th</sup> Oct. 2025, the representative of the consumer Ms. Srabani Sahu was present & Shri Jagannath Mahanty, ESO-Chatamakhna was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has been served with a inflated bill in Jul-2023 with 8522 units for a period of 36 months which needs to be waived. For that disputed bill, the arrear has been accumulated to ₹ 37,458.03 upto Sep.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 08.10.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The complainant represented that he has been served with an inflated bill of 8522 units amounting ₹ 39,241.01 in Jul-2023 which needs to be waived. For that, the arrear has been accumulated. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant record. On defence, he intimated that the

**CO-OPTED MEMBER**

**MEMBER (Fm.)**

**PRESIDENT**

consumer is a LT-Dom. consumer availing power supply since Jun-2019. The billing dispute raised by the complainant for the inflated billing done in Jul-2023 with 8522 units is a genuine dispute. Actually, the consumer has availed power supply in Jun-2019 but due to some unwanted delay, the first bill has been generated in Jul-2023 i.e. after four year. The first bill has been generated in Jul-2023 with CMR was 8523, accordingly, bill has been generated.

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 1 KW. The consumer has availed power supply since 20<sup>th</sup> Jun. 2019 and total outstanding upto Sep.-2025 is ₹ 37,458.03p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, inflated billing has been done in Jul-2023 with 8522 units which needs bill revision.

The OP admitted the complaint and submitted that though the consumer has availed power supply on 20<sup>th</sup> Jun. 2019 but due to oversightness, the first bill has been generated on Jul.-2023 with CMR : 8522 considering date of power supply as 20<sup>th</sup> Jun. 2019 with the benefit of slab units. Hence, there is no need of bill revision.

2. The Forum analysed the billing ledger and observed that though the consumer has availed power supply on 20<sup>th</sup> Jun. 2019 and it is the responsibility of licensee to serve bill within due time to make payment by the consumer in line with Reg.-109 of OERC Dist. (Conditions of Supply) Code 2019. But in above case, the licensee failed to discharge his duties and generate the 1<sup>st</sup> bill after four years of availing power supply by the consumer which also attracts Cl-152 (ii) of OERC Dist. (Conditions of Supply) Code 2019.

Abstract of 152 (ii) of OERC (Conditions of Supply) Code 2019 is abstracted here,  
*"The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act."*

Hence, the matter is to be considered as per OERC Regulation 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.

1. The OP should raise the energy bill from Aug-2021 to Jul-2023 as per average pro-rated consumption considering IMR : 0 (20.06.2019) and FMR : 8522 (Jul-2023). Prior to Aug-2021, the OP cannot raise any bill as per Cl-152 (ii) of OERC Distribution (Conditions of Supply) Code 2019.

CO-OPTED MEMBER

MEMBER (FIR.)

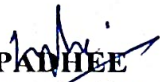
PRESIDENT



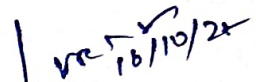
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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.

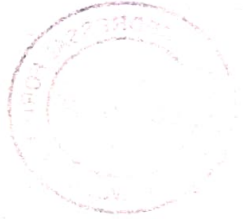
  
**K.S. PADHEE**  
CO-OPTED MEMBER

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

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Srabani Sahu, C/o-Sri Narasingha Sahu, At/Po-Bilaisarda, Dist-Bolangir-767071.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**