



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/

758

Dated, the

22/10/2025

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/537/2025																											
2	Complainant/s	Name & Address Sri Purandar Majhi, For Sri Chaturban Majhi, At/Po-Surda, Via-Sindhekela, Dist-Bolangir		Consumer No 912001032021	Contact No. 9556471737																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	15.10.2025																											
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 & 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)</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)	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	15.10.2025																											
9	Date of Order	22.10.2025																											
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 Sindhekela

Appeared:

For the Complainant - Sri Purandar Majhi
For the Respondent - Sri Binay Ku. Panigrahi, S.D.O (El.), Titilagarh

Complaint Case No. BGR/537/2025

Sri Purandar Majhi,
For Sri Chaturban Majhi,
At/Po-Surda, Via-Sindhekela,
Dist-Bolangir
Con. No. 912001032021

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.22.10.2025)

During Camp Court hearing at Sindhekela Section office on 15th Oct. 2025, the representative of the consumer Shri Purandar Majhi was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Purandar Majhi who is a LT-Irr. consumer availing a CD of 4 KW. He has disputed about the erroneous bill raised in Feb.-2022 with 5185 units. 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 : 15.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant represented that he has served with erroneous & inflated bill in Feb-2022 with 5185 units. For that, the total outstanding has been accumulated to ₹ 13,108.47p upto Aug-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 Apr.-2017. The billing dispute raised by the complainant for the inflated and erroneous billing in Feb-2022 with 5185 units is a genuine dispute. The said dispute has already been revised in Sep.-2023 with withdrawal amount of ₹ 19,279.52p with a revision period from Mar-2020 to Feb-2022. So the grievances of the consumer has already resolved since Sep.-2023.

CO-OP MEM MEMBER

MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the consumer and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 4 KW. The consumer has availed power supply since 18th Apr. 2017 under Irrigation pumping & Agriculture category and total outstanding upto Aug-2025 is ₹ 13,108.47p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was done in Feb.-2022 with 5185 units which needs bill revision as per actual meter reading.
2. The OP admitted the complaint & submitted that they have already revised the disputed bill in the month of Sep.-2023 and withdrawn ₹ 19,279.52p pertaining to the period Mar-2020 to Feb.-2022. Hence, the complaint of the complainant has already been taken care and no further bill revision is required.
3. Considering the above facts, the Forum feels that the complaint of the complainant has already been taken care in the month of Sep-2023 and the OP has withdrawn ₹ 19,279.52p from the arrear outstanding. The Forum appreciates the pro-active action of OP.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 13,108.47p 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 complaint of the complainant has already been redressed by the OP. Hence, the petition of the complainant is hereby rejected. The complainant is directed to clear the arrear outstanding of the licensee. The Forum advised the OP to allow suitable installment on the arrear outstanding to the complainant if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.

K.S.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Purandar Majhi, At/Po-Surda, Via-Sindhekela, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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 : 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."