



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.bgr@rediffmail.com) / [Grf.bolangir@tpwesternodisha.com](mailto:Grf.bolangir@tpwesternodisha.com)

Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 828/69

Dated, the 26/11/2025

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/586/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Ghanashyam Barik, For Sri Burhu Barik, At/Po-Ulunda, Dist-Sonepur		915201010631	Contact No.	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	20.11.2025				
5	In the matter of-	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	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	20.11.2025				
9	Date of Order	26.11.2025				
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	Nil				

**CO-OPTED MEMBER**

**MEMBER (Fm.)**

**PRESIDENT**

Place of Hearing: Camp Court at Ulunda

Appeared:

For the Complainant -Sri Ghanashyam Barik  
For the Respondent -Sri Somanath Seth, S.D.O (Elect.), B.M.Pur



Complaint Case No. BGR/586/2025

Sri Ghanashyam Barik,  
For Sri Burhu Barik,  
At/Po-Ulunda, Dist-Sonepur  
Con. No. 915201010631

**COMPLAINANT**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

**OPPOSITE PARTY**

**ORDER**  
(Dt.26.11.2025)

During Camp Court hearing at Ullunda Section office on 20<sup>th</sup> Nov. 2025, the representative of the consumer Sri Ghanashyam Barik was present & Shri Somanath Seth, SDO-B M Pur was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Ghanashyam Barik who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the erroneous & inflated bill raised from the date of power supply to Dec-2022 which needs bill revision. 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 : 20.11.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Ullunda section of B M Pur Sub-division. The complainant represented that he was served with non-linear meter reading bill from the date of power supply to Dec-2022. 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 ₹ 26,076.03p upto Oct.-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 Nov.-2015 and total outstanding upto Oct-2025 is ₹ 26,076.03p. As complained by the complainant and submission of OP, it is observed by the Forum that,

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
Page 2 of 3

**PRESIDENT**

26/11/25

1. The consumer represented that erroneous reading & inflated billing has been done from the date of power supply to Dec-2022 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous & suppressed meter reading by the concerned meter reader done from the initial date of power supply to Dec-2022, 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 ₹ 5,057.46p 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 ₹ 26,076.03p upto Oct.-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 has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 5,057.46p. 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.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Ghanashyam Barik, At/Po-Ulunda, Dist-Sonepur-767062.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

Z\_bbbbn

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."**