



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. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 164

Dated, the 23/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

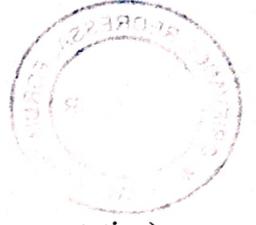
- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/587/2025				
2	Complainant/s	Name & Address		Consumer No	Contact No.	
		Sri Kampal Jagadala, At-Sripura, Po-Dharmasala, Via-Ulunda, Dist-Sonepur		915001033980	8456089100	
3	Respondent/s	Name		Division		
		EE, SED, TPWODL, Sonepur		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)				
		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	11.12.2025	18.12.2025	20.01.2026	05.02.2026	12.03.2026
9	Date of Order	23.03.2026				
10	Order in favour of	Complainant	Respondent	✓	Others	
11	Details of Compensation awarded, if any.	Nil				

MEMBER (Fin.)
23/03/26

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Satya Priya Mahala, JSK-II (Authorised Representative)



Complaint Case No. BGR/587/2025

Sri Kampal Jagadala,
At-Sripura, Po-Dharmasala,
Via-Ulunda, Dist-Sonepur
Con. No. 915001033980

- COMPLAINANT

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- OPPOSITE PARTY

ORDER
(Dt.23.03.2026)

The consumer was appealed before the Forum at Ullunda Camp court on dated 20th Nov. 2025 which has registered on Case no. 587 of 2025. The complainant has disputed that his lift irrigation point is not in use since long but the OP has is raising monthly bill and requested for bill revision. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 11th Dec. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

(DT.11.12.2025) Appeared:

For the Complainant - ABSENT
For the Respondent - ABSENT

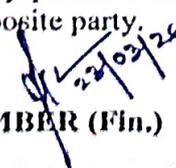
PROCEEDING OF HEARING DATED : 11.12.2025

The respondent requested for another date as he was not available. Considering this, the next date was fixed on 18th Dec. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

(DT.18.12.2025) Appeared:

For the Complainant - ABSENT
For the Respondent - ABSENT

During hearing at Forum office on 18th Dec. 2025, the complainant was intimated through e-mail dated 18th Dec. 2025 at 10.03 AM that he was unable to attend before the Forum due to his personal family problem whereas Shri Satyapriya Mahala, Authorised representative of OP was present as opposite party.


MEMBER (Fin.)


PRESIDENT



Considering the submission of the complainant, the next date was fixed on 20th Jan. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

(DT.20.01.2026) Appeared:

For the Complainant – ABSENT
For the Respondent – ABSENT

During hearing at Forum office on 20th Jan. 2026, the complainant was absent as well as the OP was also absent. Hence, next date was fixed on 05th Feb. 2026. Due to lack of Corum of the Forum, the case was adjourned and intimated to both the parties vide letter no. 83, dated 04th Feb. 2026.

The Case was listed for hearing on 12th Mar. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

(DT.12.03.2026) Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Satya Priya Mahala, JSK-II (Authorised Representative)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Kampala Jagadala who was represented that power supply to his lift irrigation point was not in use but the OP is raising monthly bill and represented before the Forum for redressal of his grievances.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant was absent on the date of hearing nor any communication received from his end.

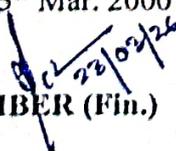
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of OP appeared before the Forum with written version and relevant documents. On defence, he intimated that the complainant is availing power supply since 25th Mar. 2000. The consumer was billed with load factor basis from 25th Mar. 2000 to Mar-2022. On 23rd Mar. 2022, the existing meter was changed by MMG team and then rectified on 01st May 2024 for which bill revision from Mar-2022 to Apr-2024 is required. From May-2024, the energy bills are being raised on meter reading basis with an upward revision of ₹ 21,258.98 done on May-2025 which also needs bill revision.

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-Irr. consumer with a CD of 4 KW. The consumer has availed power supply since 25th Mar. 2000 and arrear outstanding upto Feb.-2026 is ₹ 43,211.10p.


MEMBER (Fin.)


PRESIDENT

The complainant represented that his lift irrigation point was not in use since long but the OP is raising monthly bill which needs bill revision. The OP submitted that due to meter defective, the consumer was billed with load factor basis from 25th Mar. 2020 to Mar-2022. Again, due to wrong meter change advise, erroneous bill has been raised from mar-2022 to Apr-2024 which also needs bill revision. A meter change upward assessment has been done on May-2025 with an amount of ₹ 21,258.98p which needs bill revision.

The Forum analysed the documents submitted by both the parties. As admitted by OP, there is some error in the monthly bill but the complainant was not present in the hearing. In absence of the complainant, it is not judicious to issue any direction considering the submission of the OP. On the other-side, the complainant was repeatedly not attending the hearing dates which construed that the complainant is not interested in the present case rather on the plea of this dispute, he is getting a scope of non-payment of monthly bill as well as arrear outstanding. Due to non-payment of monthly bill, the arrear outstanding is accumulated. The Forum is surprised to see that the consumer has made last payment on 06th Feb. 2024 and still there is no disconnection activity till date. In this regard, the Forum advised the OP to strictly follow the OERC Regulation 2019.

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 complainant has not attended the hearing dates repeatedly for which the complaint of the complainant is hereby rejected.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Kampal Jagadala, At-Sripura, Po-Dharmasala, Via-Ulunda, Dist-Sonepur-767062.
2. Executive Engineer, 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 → 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."