



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/ 16⁽⁵⁾

Dated, the 06/01/2026

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/588/2025																											
2	Complainant/s	Name & Address Sri Laxmi Narayan Barik, For Sri Santosh Barik, At-Sripura, Po-Dharmasala, Via-Ulunda, Dist-Sonepur		Consumer No 915001033984	Contact No. 7894256122																								
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	20.11.2025																											
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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6. Others																													
8	Date(s) of Hearing	11.12.2025	18.12.2025																										
9	Date of Order	06.01.2026																											
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: GRF, Bolangir

Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Satyapriya Mahala, SKG-II (Auth. Representative)

Complaint Case No. BGR/588/2025

Sri Laxmi Narayan Barik,
For Sri Santosh Barik,
At-Sripura, Po-Dharmasala,
Via-Ulunda, Dist-Sonepur
Con. No. 915001033984

COMPLAINANT

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

OPPOSITE PARTY

ORDER

(Dt.06.01.2026)

The Complaint petition filed by the representative of the consumer Shri Laxmi Narayan Barik who is a LT-Irr. consumer availing a CD of 4 KW. He has disputed that he has availed power supply during Dec-2023 but fictitious billing has been done from Mar-2020 which needs to be withdrawn and requested for bill revision. The complainant needs suitable bill revision for the said period. Accordingly, hearing date has been fixed on 11th Dec. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED: 11.12.2025

Appeared:

For the Complainant – ABSENT
For the Respondent – ABSENT

As the complainant as well as OP was not present, the case was adjournment to 18th Dec. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Laxmi Narayan Barik who is a LT-Irr. consumer availing a CD of 4 KW. He has disputed about the fictitious billing done from Mar-2020 to Nov-2023 where he has not availed power supply and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.12.2025

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Satyapriya Mahala, SKG-II (Auth. Representative)

SUBMISSION OF COMPLAINANT DURING HEARING

As like previous date, the complainant was not present. Rather the complainant has perused a letter dated 18th Dec. 2025 addressed to the Forum that after registration of his complaint before GRF, the OP has revised the bill and he wants not to continue this case further as his complaint has been redressed.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Mar-2020. After receipt of complaint, the OP has initiated bill revision for the disputed period. Accordingly, the disputed bill has been revised and the complainant has agreed with the revision amount.

Based on the above, the OP requested before the Forum to drop the complaint of complainant 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 is availing power supply since 25th Mar. 2020 and total outstanding upto Nov.-2025 is ₹ 21,388.41p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant has appealed before the Forum to redress his billing dispute. After receipt of complaint from the Forum, the OP has taken pro-active step to revise the bill. Accordingly, today they have intimated the Forum that they have revised the bill and also the complainant intimated that the OP has revised the bill and he has agreed with the revision amount. Also, the complainant requested before the Forum to drop the case.

As the OP has revised the bill and the complainant has agreed with the proposed revised amount, the present case is to be dropped.

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.

As the complaint of the complainant has been redressed by the OP, the present case is herewith dropped.

Case is disposed off accordingly.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Laxmi Narayan Barik, 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."