



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 17⁶⁵

Dated, the 06/01/2026

Corum:

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

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

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|---|--|---|---|---------------------------|--|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/603/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Bamana Meher, At-Jagannthpali, Po-Kalapathar, Via-B.M.Pur, Dist-Sonepur | Consumer No 915202172123 | Contact No. 9668181090 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, B.M.Pur | Division Sonepur Electrical Division, TPWODL, Sonepur | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 09.12.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | In the matter of- | <table border="1"><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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| 15. Others (Specify) – | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Section(s) of Electricity Act, 2003 involved | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | OERC Regulation(s) with Clauses | <table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></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) <u>155, 157</u> | 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 | 09.12.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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: Camp Court at B.M.Pur

Appeared:

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

Complaint Case No. BGR/603/2025

Sri Bamana Meher,
At-Jagannathpali, Po-Kalapathar,
Via-B.M.Pur, Dist-Sonepur
Con. No. 915202172123

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.06.01.2026)

During Camp Court hearing at B M Pur Sub-division office on 09th Dec. 2025, the consumer Sri Baman Meher was present & Shri Somanath Seth, SDO-B M Pur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Baman Meher who is a LT-Dom. consumer availing a CD of 1 KW. He has represented that earlier he was appealed before the Forum in Case no. 183/2024 & learned GRF was passed order on 28th Feb. 2024 but the OP has not revised the disputed bill properly for which the arrear outstanding has not yet withdrawn. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 09.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

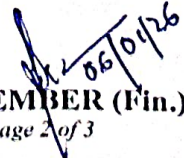
The complainant is a consumer under B M Pur section of B M Pur Sub-division. The complainant represented the disputed bill has not yet revised in line with direction of learned Forum in Case no. 183 of 2024 due to which 2the arrear outstanding has been accumulated to ₹ 23,107.45p upto Nov.-2025. The 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Nov.-2018. The bill revision dispute raised by the consumer is not correct. In line with GRF order dated 28th Feb. 2024, the bill has been revised and an amount of ₹ 6.24p has been withdrawn in Mar.-2024. However, as disputed by the consumer, the OP will review the revision again and will submit a detailed report within seven days before the Forum.

Considering the above, the Forum allowed the OP to re-examine the revision and must submit written version within seven days.


CO-OPTED MEMBER


MEMBER (Fin.)
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PRESIDENT

The OP failed submit the written version as well as report of bill revision done in Mar-2024 within specified time. The Forum reminded no. of times to submit the report but the OP fails to comply the same. Hence, it is construed that the OP is nothing to say in this regard and the matter will be decided as per the available documents.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 05th Nov. 2018 and arrear outstanding upto Nov-2025 is ₹ 23,107.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer was appealed before the Forum during 20th Feb. 2024 at B M Pur camp court which was registered as Case no. 183 of 2024. After hearing, the Forum passed order on 28th Feb. 2024. The abstract of order is,

"The monthly bills raised the period from Nov.-2018 to Aug.-2023 are to be withdrawn."

Now, the complainant represented that proper bill revision has not been done by the OP for which he has again knocked the door of learned Forum to redress his grievances. The OP submitted that they have revised the disputed bill in the month of Mar.-2025 and withdrawn ₹ 6.24p from the arrear outstanding. However, the OP undertaken that they will re-examine the revision and will intimate the Forum within seven days. As committed by OP, they have failed to submit the required report within the timeline as committed by them before the Forum. Again, the Forum reminded the OP for submission of information. But, they have failed to submit the detailed report before the Forum. Due to such carelessness activity of OP, the matter is pending for a long time and justice for the complainant is getting delayed. The Forum is taking this as a **serious note** and warned the OP not to repeat this in future.

The Forum has gone through documents submitted by both the parties and alongwith bill revision statement available in FG billing system and observed that there is some error in the bill revision done in the month of Mar-2024.

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 Forum directed the OP to re-examine the bill revision done in Mar-2024 and advised to act in line with order dated 28th Feb. 2024 in GRF Case no. 183 of 2024.

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 Bamana Meher, At-Jagannathpali, Po-Kalapathar, Via-B.M.Pur, Dist-Sonepur-767018.
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.

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."