

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/

893^(B)

Dated, the

30/12/2025

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/624/2025																											
2	Complainant/s	Name & Address Sri Hemraj Putel, For Sri Pitambar Putel, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir		Consumer No 912123061698	Contact No. 9938702679																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	15.12.2025																											
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) 155, 157</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) 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																		
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8	Date(s) of Hearing	15.12.2025																											
9	Date of Order	30.12.2025																											
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 Kholan

Appeared:

For the Complainant - Sri Hemraj Putel
For the Respondent - Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/624/2025

Sri Hemraj Putel,
For Sri Pitambar Putel,
At/Po-Kholan, Via-Titilagarh,
Dist-Bolangir
Con. No. 912123061698

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.30.12.2025)

During spot hearing at Kholan consumer camp the Complainant Sri Hemraj Putel appeared before the Forum in person and also Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh appeared as opposite party.

The Complainant bearing consumer no. 912123061698 in his written complaint dt.15.12.2025 i.e. during a GRF camp held at Kholan under Titilagarh Electrical Sub-Division, TPWODL, Titilagarh disputed the inflated bills being raised from time to time which has resulted accumulation of monthly bills to the tune of Rs.17075.60 by month ending November'2025. He therefore requested before the Forum to reduce the arrear by way of a suitable bill revision.

The opposite party on the other hand on submission of a billing statement admitted the fact stated by the Complainant and apprised the Forum that non-linear billing has been done during the period October'2018 to June'2023. However, he also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through the documents placed before it, observed that;

1. The CD of the premises is 2 KW load under domestic load being the date of power supply from dt.01.01.1990.
2. Non-linear billing has been done during October'2018 to June'2023 which needs bill revision.
3. The monthly bills from October'2018 to June'2023 therefore requires a recast.

The opposite party was agreed with the billing complaint and initiated revision process on spot observing departmental guidelines. The monthly bills were thus recasted from the date of meter installation where an amount of Rs.1984.57 is to be withdrawn from the arrear. The Complainant was also convinced with the proposed withdrawal of Rs.1984.57.

CO-OPTED MEMBER

MEMBER (Fin.)


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PRESIDENT

Keeping the above facts in view the Forum directed the opposite party to carry-out the revision proposal concerning to the period from November'2018 to June'2023 by taking IMR '0' (IMR on dt.28.10.2018) and FMR '6957' (CMR of June'2023) with a withdrawal amount of Rs.1984.57ps which is to 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 Hemraj Putel, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir-767066.
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."