



## **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. Samhit 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

<b><u>Corum:</u></b>	<b>Er. Sambit Kumar Nanda</b>	-	<b>President</b>
	<b>Sri Prasanta Kumar Sahoo</b>	-	<b>Member (Finance)</b>
	<b>Sri Krupasindhu Padhee</b>	-	<b>Co-Opted Member</b>

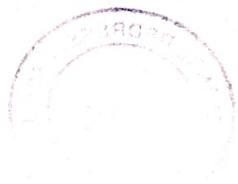
1	Case No.	Complaint Case No. BGR/624/2025					
2	Complainant/s	Name & Address		Consumer No			
		Sri Hemraj Putel, For Sri Pitambar Putel, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir		912123061698	9938702679		
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh			
4	Date of Application	15.12.2025					
5	In the matter of-	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			15.12.2025			
9	Date of Order	30.12.2025					
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 (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**

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 Binay 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**

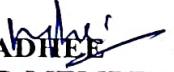
*30/12/2025*  
**MEMBER (Fin.)**  
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**PRESIDENT**

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."**