

## 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/ 895/25

Dated, the 30/12/2025

Corum:

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

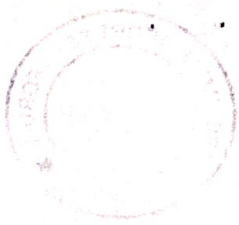
- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/625/2025																											
2	Complainant/s	Name & Address Sri Kshirasindhu Tandi, For sri Bijaya Kumar Tandi, At-Silanda, Po-Parasara, Via-Sindhekela, Dist-Bolangir		Consumer No 912122060323	Contact No. 9078101140																								
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 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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 border="1"><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	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**  
**For the Respondent**

—Sri Kshirasindhu Tandhi  
—Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/625/2025**

Sri Kshirasindhu Tandhi,  
For Sri Bijaya Kumar Tandhi,  
At-Silanda, Po-Parasara,  
Via-Sindhkela, Dist-Bolangir  
Con. No. 912122060323

**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 Kshirasindhu Tandhi 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. 912122060323 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 wrong bills done resulting accumulation of arrear with a huge amount. He therefore requested before the Forum for revision of such wrong billings and reduce the arrear.

On the other hand the opposite party submitted a billing statement concerning to the period from Feb-March'2016 to November'2025 and admitted the facts stated by the Complainant. He also added that abnormal monthly bills have been raised showing high consumption during the period from November'2019 to November'2025. He also stated that necessary bill revision has already been done by way of a recast and withdrawn Rs.14297.93 shortly on dt.07.12.2025. Thus the complaint of the Complainant has already been sorted out. 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 with date of supply from dt.05.12.2015.
2. The billing abstract placed before the Forum actually indicates abnormal billings during the period from November'2019 to November'2025.
3. He has also received the bills for the aforesaid period by way of a recast withdrawing an amount of Rs.14297.93 from the arrear.
4. The meter bearing No. WCG 09755 still exists in the premises in ok status.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



The Forum thus feels and finds that since the complaint of the Complainant has already been resolved with necessary bill revision by the opposite party, the case needs to be dropped.

The case is therefore dropped herewith.

Case is disposed off accordingly.

  
  
**K.S. PADHEE**  
**CO-OPTED MEMBER**

  
**P.K. SAHOO**  
**MEMBER (Fin.)**

  
**S.K. NANDA**  
**PRESIDENT**

Copy to: -

1. Sri Kshirasindhu Tandi, At-Silanda, Po-Parasara, Via-Sindhekela, Dist-Bolangir-767035.
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](http://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."**