



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/OS

Dated, the 30/12/2025

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

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

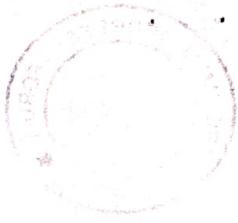
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|----|--|---|--|---|-------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/625/2025 | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | |
| | | Sri Kshirasindhu Tandi, For sri Bijaya Kumar Tandi, At-Silanda, Po-Parasara, Via-Sindhukela, Dist-Bolangir | | 912122060323 | 9078101140 | | |
| 3 | Respondent/s | Name | | Division | | | |
| | | S.D.O (Elect.), TPWODL, Titilagarh | | 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) | | | |
| | | | | 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 | 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 Tandi
—Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/625/2025

Sri Kshirasindhu Tandi,
For Sri Bijaya Kumar Tandi,
At-Silanda, Po-Parasara,
Via-Sindhukela, 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 Tandi 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. 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.)
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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-Sindhukela, 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 → 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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."