



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.bgr@rediffmail.com) / [Grf.bolangir@tpwesternodisha.com](mailto: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/ 896/5

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/627/2025						
2	Complainant/s	Name & Address		Consumer No	Contact No.			
		Sri Hemanta Behera, For Sri Babru Bahan Behera, At-Patharla, Po-Kholan, Via-Titilagarh, Dist-Bolangir		912122070734	9938663967			
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
		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 Hemanta Behera  
For the Respondent -Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/627/2025

Sri Hemanta Behera,  
For Sri Babru Bahan Behera,  
At-Patharla, Po-Kholan,  
Via-Titilagarh, Dist-Bolangir  
Con. No. 912122070734

**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 Hemanta Behera 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. 912122070734 in his written complaint dt.15.12.2025 i.e. during a GRF camp held at Kholan under Titilagarh Electrical Sub-Division, TPWODL, Titilagarh stated that abnormal and erroneous monthly bills have been raised and thereby he is not being able to clear such exorbitant bills. He therefore requested before the Forum to look into his grievance and revise the wrong bills by way of a suitable revision.

The opposite party on the other hand on submitted a billing statement concerning to the period from February-March'2001 to November'2025 and admitted the facts stated by the Complainant. The billing abstract indicates that average bills have been raised during the period from June-July'2002 to June-July'2004 on a defective meter bearing no. 155139 which has been replaced with a new one having Sl. No. 1814866A during August-September'2004. However, he also requested 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 3.5 KW load under domestic category.
2. Average monthly bills have already been raised during the period from June-July'2002 to June-July'2004 against a defective meter bearing no. 155139.
3. The said meter has been replaced by a new one having Sl. No. 1814866A during August-September'2004.
4. The arrear outstanding by November'2025 appears to be Rs.1, 04, 821.78.
5. The date of power supply is dt.31.01.2000.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

The opposite party thus admitted with the billing dispute for the above said period and during hearing on spot initiated bill revision process observing departmental guidelines. Accordingly the monthly bills were recalculated and a net amount of Rs.3038.40 is to be withdrawn from the arrear outstanding.

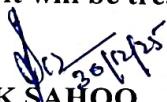
The opposite party thus recalculated the bill and the Complainant was also convinced with the proposed withdrawal of Rs.3038.40ps.

Therefore, the Forum directed the opposite party to carryout the revision proposal with the proposed withdrawal amount of Rs.3038.40ps which needs 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 Hemanta Behera, At-Patharla, 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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**