



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/ 899⁵

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/630/2025																											
2	Complainant/s	Name & Address Sri Buddhadev Chhatria, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir		Consumer No 912123062733	Contact No. 9078769419																								
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 & 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 border="1"><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 Buddhadev Chhatra
For the Respondent - Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/630/2025

Sri Buddhadev Chhatra,
At/Po-Kholan, Via-Titilagarh,
Dist-Bolangir
Con. No. 912123062733

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 Buddhadev Chhatra 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. 912123062733 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 billings done leading to accumulation of arrear. He therefore requested before the Forum to consider his grievance and reduce the arrear by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from September-October'2019 to November'2025 and admitted the facts stated by the Complainant. He also apprised that actually monthly bills with abnormal consumption have been raised from the date of initial power supply to November'2025. He also requested the Forum for revision of such bills 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 0.5 KW load under domestic category.
2. The date of power supply is on dt.28.08.2019.
3. The accumulated arrear by month ending November'2025 is seen to have been 5683.73.
4. A meter bearing Sl. No. 3285094 has been installed there in the premises from the date of power supply.
5. Monthly bills are being raised on actual basis with some intermittent provisional bills duly adjusted.
6. Some month with abnormal consumption are seen which need a recast.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

The opposite party also admitted with the billing dispute for the above period and during hearing on spot initiated bill revision process observing departmental guidelines. The monthly bills were thus recasted from the date of meter installation and an amount of Rs.1713.20 is to be withdrawn from the arrear outstanding. The Complainant was also convinced with the revision and proposed withdrawal of Rs.1713.20ps.

Therefore, the Forum directed the opposite party to carry-out the revision proposal concerning to the period with a withdrawal amounting to Rs.1713.20ps 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.PADHÉE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Buddhadev Chhatra, 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."