



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/ 166^G

Dated, the 23/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/635/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Thabira Padhan, For Sri Abadhut Padhan, At-Kirabahal, Po-Khaliapali, Dist-Bolangir		911212120274	8249316394
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	16.12.2025			
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	20.01.2026	05.02.2026	12.03.2026	
9	Date of Order	23.03.2026			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT



Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Thabira Padhan
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/635/2025

Sri Thabira Padhan,
For Sri Abadhut Padhan,
At-Kirabahal, Po-Khaliapali,
Dist-Bolangir
Con. No. 911212120274

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY

ORDER
(Dt.23.03.2026)

The consumer appealed before the Forum on dated 16th Dec. 2025 which was registered as Case no. 635 of 2025. The complainant disputed about the bill of Mar-2017 with 5168 units and requested for bill revision. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 20th Jan. 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

(Dt.20.01.2026) Appeared:

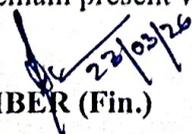
For the Complainant -Sri Thabira Padhan
For the Respondent - ABSENT

PROCEEDING OF HEARING DATED : 20.01.2026

On the above-said date of hearing, the complainant was present whereas the OP was absent. Hence, the case was adjourned to 05th Feb. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

Due to lack of Corum of the Forum, the case which was listed for hearing on 05th Feb. 2026 was adjourned and intimated to both the parties vide letter no. 83, dated 04th Feb. 2026.

The Case was listed for hearing on 12th Mar. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.


MEMBER (Fin.)


PRESIDENT

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Thabira Padhan is a LT-Dom. consumer availing a CD of 0.5 KW. He disputed about the inflated and erroneous bill raised in Mar-2017 with 5168 units. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

(DT.12.03.2026) Appeared:

For the Complainant

–Sri Thabira Padhan

For the Respondent

–Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)



PROCEEDING OF HEARING DATED : 12.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna Section of Balangir-II Sub-division. The complainant represented that he has served with erroneous & inflated bill in Mar-2017 with 5168 units. For that inflated bill, the total outstanding has been accumulated to ₹ 23,648.74p upto Dec.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Apr.-2015. The billing dispute raised by the complainant for the inflated and erroneous billing in Mar-2017 with 5168 units is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. After receipt of complaint, the OP has revised the bill on 21st Feb. 2026 and withdrawn ₹ 16,366/- from the energy bill in presence of the consumer.

Considering the above, the OP requested before the Forum to drop the case as the matter has already been settled and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 10th Apr. 2015 and total outstanding upto Dec.-2025 is ₹ 23,648.74p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing has been done in Mar-2017 with 5168 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. However after receipt of complainant, the OP has revised the bill on 21st Feb. 2026 at Chatamakhna Camp and withdrawn ₹ 16,366.00p from the energy bill. The consumer was also convinced with the bill revision on the said camp.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 23,648.74p upto Feb.-2025

MEMBER (Fin.)

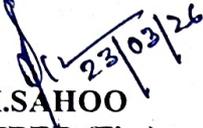
PRESIDENT

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has taken initiative step to redress the consumer grievance and revised the bill on 21st Feb. 2026 with a withdrawal amount of ₹ 16,366/- and the consumer has convinced with the bill revision. As the grievance of the complainant has already redressed, the present case is herewith dropped.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Thabira Padhan, At-Kirabahal, Po-Khaliapali, Dist-Bolangir-767020.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."