



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 909<sup>GS</sup>

Dated, the 31/12/2025

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/640/2025																										
2	Complainant/s	Name & Address Sri Manabodha Patel, For Smt. Satabani Patel, At/Po-Dudka, Via-Salebhata, Dist-Bolangir	Consumer No 911313051911	Contact No. 8260386563																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	17.12.2025																										
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) 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	17.12.2025																										
9	Date of Order	31.12.2025																										
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 Salebhata

**Appeared:**

For the Complainant -Sri Manabodha Patel  
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/640/2025**

Sri Manabodha Patel,  
For Smt. Satabani Patel,  
At/Po-Dudka, Via-Salebhata,  
Dist-Bolangir  
Con. No. 911313051911

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Loisingha

**OPPOSITE PARTY**

**ORDER**  
**(Dt.31.12.2025)**

During Camp Court hearing at Salebhata PSS on 17<sup>th</sup> Dec. 2025, the representative of the consumer Shri Manabodha Patel was present & Shri Saroj Kumar Kanda, SDO-Loisingha was also present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Manabodha Patel is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the imposition of monthly minimum fixed charge & other charges in the first bill i.e. Feb.-2025 & Mar.-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 17.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The complainant represented that an inflated monthly minimum fixed charges & other charges has been charged in the initial bill of Feb. & Mar.-2025 which needs bill revision and requested before the Forum for revision of 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 Mar-2022. The billing dispute raised by the complainant for the inflated and erroneous billing in Feb. & Mar.-2022 is a genuine dispute. The consumer has availed power supply on 25<sup>th</sup> Mar. 2022 and the 1<sup>st</sup> bill has been generated on Feb-2025. But in the first bill, prov. Bill of 2645 units has been charged which has not been adjusted in the subsequent bill. As there is meter reading available, the bill of Feb. & Mar.-2025 is to be revised as per actual meter reading.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**



Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 25<sup>th</sup> Mar. 2022 under DOM category and total outstanding upto Nov-2025 is ₹ 10,589.77p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that in the bill of Feb-2025, provisional bill of 2645 units has been charged erroneously which has not been adjusted in the subsequent bill which needs bill revision. The OP admitted the complaint and submitted that the consumer has availed power supply on 25<sup>th</sup> Mar. 2022 and first bill has been generated in Feb.-2025 but in the first bill, provisional bill of 2645 units has been charged erroneously which needs to be revised as per actual meter reading.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the contract demand and an amount of ₹ 9,827.49p is to be withdrawn from the arrear outstanding.

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 agreed with the billing dispute and initiated bill revision and the petitioner was convinced with the proposed withdrawal amount of ₹ 9,827.49p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.**

Case is disposed off accordingly.

**Compliance report must be submitted to the Forum by the opposite party within seven months after receipt of GRF order otherwise it will be treated as non-compliance.**



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

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

**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Sri Manabodha Patel, At/Po-Dudka, Via-Salebhata, Dist-Bolangir-767061.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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](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."**