



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/ 920

Dated, the 31/12/2025

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

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

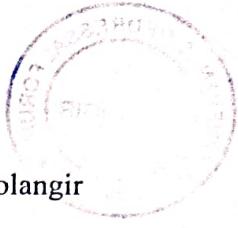
1	Case No.	Complaint Case No. BGR/652/2025																										
2	Complainant/s	Name & Address		Consumer No																								
		Sri Taladhwaja Naik, At-Duhel, Po-Patharla, Via-R.College, Dist-Bolangir		911225330651	Contact No.																							
3	Respondent/s	Name		Division																								
		S.D.O (Elect.), No. II, TPWODL, Bolangir		Bolangir Electrical Division, TPWODL, Bolangir																								
4	Date of Application	20.12.2025																										
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> <td style="width: 10%; text-align: right;">✓</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" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td> <td style="width: 50%;">2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004; Clause</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td> <td></td> </tr> <tr> <td>6. Others</td> <td></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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6. Others																												
8	Date(s) of Hearing	20.12.2025																										
9	Date of Order	31.12.2025																										
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	<input type="checkbox"/>																					
11	Details of Compensation awarded, if any.	Nil																										

hni
CO-OPTED MEMBER

31/12/2025
MEMBER (Fin.)

D
PRESIDENT

Place of Hearing: Camp Court at Duspur



Appeared:

For the Complainant - Sri Taladhwaja Naik
For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/652/2025

Sri Taladhwaja Naik,
At-Duhel, Po-Patharla,
Via-R.College, Dist-Bolangir
Con. No. 911225330651

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.31.12.2025)

During Camp Court hearing at Duspur on 20th Dec. 2025, the consumer Shri Taladhwaja Naik was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Taladhwaja Naik who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the imposition of monthly minimum fixed charge & other charges in the first bill i.e. Jul-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 : 20.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Balangir-II Sub-division. The complainant represented that an inflated monthly minimum fixed charges & other charges has been charged in the initial bill of Jul-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 Jun-2025. The billing dispute raised by the complainant for the inflated and erroneous billing in Jul-2025 is a genuine dispute. The consumer has availed power supply on 21st Jun. 2025 and the 1st bill has been generated on Jul-2025. But in the first bill, MMFC has been charged as ₹ 6,240/- & other charges has been charged as ₹ 5,760/- erroneously which needs to be revised as per contract demand.

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

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

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 21st Jun. 2025 under DOM category and total outstanding upto Nov-2025 is ₹ 11,173.25p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that in the bill of Jul-2025, MMFC & other charges has been charged erroneously which needs bill revision. The OP admitted the complaint and submitted that the consumer has availed power supply on 21st Jun. 2025 but in the first bill, MMFC has been charged as ₹ 6,240/- & other charges has been charged as ₹ 5,760/- erroneously which needs to be revised as per CD of the consumer.

As per RST tariff applicable for FY 2025-26, MMFC should be charged @ 20/- per KW per month, accordingly the consumer should be billed but in the above case, there is some technical glitch for which the consumer has been billed in Jul-2025 which needs bill revision to redress the consumer grievances.

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 ₹ 11,960.00p 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 ₹ 11,960.00p. 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 one month after receipt of GRF order otherwise it will be treated as non-compliance.



K.S.PADHEE
CO-OPTED MEMBER

31/10/25
P.K.SAHOO
MEMBER (Fin.)

31/10/25
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Taladhwaja Naik, At-Duhel, Po-Patharla, Via-R.College, Dist-Bolangir-767002.
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."