



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 181

Dated, the 24/03/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/87/2026		
2	Complainant/s	Name & Address Sri Sunil Sharma, S/o-Sri Mahabir Prasad Sharma, At/Po-Kantabanji, Dist-Bolangir	Consumer No 912211060110	Contact No. 7750862066
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	06.03.2026		
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) <u>155, 157</u> 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	19.03.2026		
9	Date of Order	24.03.2026		
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 Sunil Sharma

For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/87/2026**

Sri Sunil Sharma,  
S/o-Sri Mahabir Prasad Sharma,  
At/Po-Kantabanji, Dist-Bolangir  
Con. No. 912211060110

- COMPLAINTANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.24.03.2026)**

The consumer was appealed before the Forum vide his application dated 06<sup>th</sup> Mar. 2026 which has registered on Case no. 87 of 2026. The complainant was disputed about the monthly energy bills raised by the OP. The complainant needs withdrawal of penalty bill.

Accordingly, hearing date was fixed on 19<sup>th</sup> Mar. 2026. Accordingly, notice was served to both the parties to remain present on the date with relevant documents.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Sunil Sharma who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the inflated and erroneous bills raised by the OP in the monthly bills. 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.

**PROCEEDING OF HEARING DATED : 19.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that he was served with erroneous & inflated bills time to time by the OP. For that inflated bill, the total outstanding has been accumulated to ₹ 1,18,535.52p upto Feb.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

  
MEMBER (Fin.)

  
PRESIDENT

### **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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated and erroneous billing is not based on facts as all bills have been raised on actual meter reading basis. The arrear outstanding has been accumulated due to continuous non-payment of monthly bill by the consumer.

Considering the above, the OP requested before the Forum to reject the petition of the consumer and pass order as deemed fit.

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

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 under DOM category and total outstanding upto Feb.-2026 is ₹ 1,18,535.52p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was represented that erroneous reading & inflated billing has been done from time to time which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that all bills have been raised on actual meter reading basis but due to non-payment of monthly energy bill by the consumer, the arrear outstanding has been accumulated. However, there is a scope of bill revision for the period Jun-2013 to Sep-2021 by way of meter reading recast. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 consumption and an amount of ₹ 2,550.83p is to be withdrawn from the arrear outstanding.

2. The consumer also represented that he was made some payments which has not been deducted till date.

The Forum asked the complainant to submit the money receipt copy of the said payment but the complainant was unable to produce the money receipt. Hence, the complaint of non-consideration of MR is not maintainable.

3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 1,18,535.52p upto Feb-2026.

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.

1. The OP has agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 2,550.83p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

MEMBER (Fin.)

24/02/26

PRESIDENT



2. Regarding non-deduction of payment, the complainant is advised to appear before the office of OP alongwith copy of money receipt and the OP is advised to verify the same with the payment data available in website and take necessary action if any MR is left-out.

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.

  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Sunil Sharma, S/o-Sri Mahabir Prasad Sharma, At/Po-Kantabanji, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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](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."**