



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),  
BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.bgr@rediffmail.com)/ [Grf.bolangir@tpwesternodisha.com](mailto:Grf.bolangir@tpwesternodisha.com)

Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 279<sup>LS</sup>

Dated, the 16/04/2026

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

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/189/2026		
2	Complainant/s	Name & Address Sri Umesh Padhan, For Late Ghanashyam Padhan, At-Mangalamunda, Po-Bahalpadar, Dist-Bolangir	Consumer No 915103060381	Contact No. 6371051317
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	30.03.2026		
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) 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	09.04.2026		
9	Date of Order	16.04.2026		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

16/04/26  
MEMBER (Fin.)

16/04/26  
PRESIDENT



Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant -Sri Umesh Padhan  
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/189/2026**

Sri Umesh Padhan,  
For Late Ghanashyam Padhan,  
At-Mangalamunda, Po-Bahalpadar,  
Dist-Sonepur  
Con. No. 915103060381

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.16.04.2026)**

The representative of the consumer Shri Umesh Padhan was appealed before the Forum on 30<sup>th</sup> Mar. 2026 regarding his billing dispute. The Case was admitted and registered as Case no. 189 of 2026. Accordingly, hearing date was fixed on 09<sup>th</sup> Apr. 2026 and notice was issued to both the parties to remain present on the said date along with supportive documents.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Umesh Padhan who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed that he is getting inflated bills after installation of new meter since Dec-2023 and appealed before the Forum for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 09.04.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The complainant represented that he has been served inflated bills from the date of date of new meter installation i.e. since Dec-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant records along with physical verification report and written version. On defence, he intimated that the consumer is a LT-Domestic consumer

  
MEMBER (Fin.)

  
PRESIDENT



availing power supply since Jan.-2006. The billing dispute raised by the complainant about the inflated billing has no base because the consumer is SBM consumer and all the meter readings are being captured through photo reading. The consumer was billed with average billing from Oct-Nov/2012 to Nov-2023 due to meter defective. On 14<sup>th</sup> Dec. 2023, the defective meter has been replaced with a new one with meter sl. no. TWB609610, thereafter actual billing is going on. Regarding arrear outstanding, the consumer is not making regular payment of energy bill for which the arrear has been accumulated.

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

### FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 29<sup>th</sup> Jan. 2006 and total outstanding upto Feb.-2026 is ₹ 46,520.27p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that inflated billing has been done from the date of new meter installation i.e. from Dec-2023 and requested for bill revision.

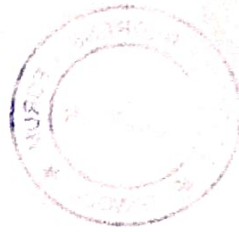
Against that, the OP represented that the consumer was billed with average status due to meter defective from the month of Oct-Nov/2012 to Nov-2023. The defective meter has replaced with a new one on 14<sup>th</sup> Dec. 2023 with meter no. TWB609610, thereafter actual billing is going on. The consumer is coming under SBM category for which photo billing is going on. Hence, inflated billing cannot be possible.

The Forum analysed the billing ledger and argument of both parties. It is found that there is an average billing from Oct-Nov/2012 to Nov-2023. Thereafter, a new meter has been installed on 14<sup>th</sup> dec. 2023 with meter no. TWB609610. Thereafter, the monthly energy bill has been raised on actual meter reading basis. Off-late, the OP has replaced the meter after eleven years of meter defective, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. Also, such delay of meter replacement attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. Besides the above, there is no error in the current billing. It is also observed that the post meter installation period consumption is much more than pre-meter installation period which was billing with average basis. If bill revision is to be initiated, the consumer will be billed with upward assessment by way of additional bill under Cl-155 of OERC Conditions of Supply Code 2019. In this case, the consumer will not be financially benefited. During the course of hearing. The Forum advised the complainant to challenge the existing meter accuracy if he has some doubt about the present meter but the consumer denies for meter testing. It is found that the consumer is not making regular payment of energy bill for which the arrear has been accumulated. The Forum during the course of hearing directed the complainant to make habit of paying energy bill in monthly basis as well as payment of arrear amount.

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.

  
MEMBER (Fin.)

  
PRESIDENT



There is no error in the monthly energy bill and the accumulation of arrear is due to non-payment of monthly energy bill in due time. Hence, the complaint of the complainant is hereby rejected. The complainant has to clear the outstanding dues. The Forum advised the OP to allow suitable installment on the arrear outstanding if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.



  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Umesh Padhan, At-Mangalamunda, Po-Bahalpadar, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**