



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))

Memo No.GRF/BGR/Order/ 283^{CS}

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/199/2026		
2	Complainant/s	Name & Address Sri Kailash Rana, At-Tithipali, Po-Singhari, Via-Tarbha, Dist-Sonepur	Consumer No 915101034720	Contact No. 9337043734
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	10.04.2026		
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) 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		
8	Date(s) of Hearing	10.04.2026		
9	Date of Order	16.04.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Dubula



Appeared:

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



Complaint Case No. BGR/199/2026

Sri Kailash Rana,
At-Tithipali, Po-Singhari,
Via-Tarbha, Dist-Sonepur
Con. No. 915101034720

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.16.04.2026)

During camp court hearing at Dubula PSS on 10th Apr. 2026, the consumer Shri Kailash Rana was appeared before the Forum & Shri Bibekananda Dikshit, SDO-Sonepur was appeared before the Forum.

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Kailash Rana who is a LT-Irr. consumer availing a CD of 4 KW. He was disputed about the erroneous billing from Jul-2023 onwards to till date and wrong meter no. in the energy bill. He has filed his grievances for revision of bill and correction of meter no. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 10.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The consumer represented that he was served with erroneous bills from Jul-2023 onwards till date which needs bill revision. Also, there is some error in the meter no. which needs to be rectified. For that erroneous bill, the total outstanding has been accumulated to ₹ 95,419.18p upto Feb.-2026. 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-Irr. consumer availing power supply since Aug.-2021. The billing dispute raised by the complainant for the excess demand charges since Jul-2023 is a genuine dispute. Actually, due to wrong punching of KVE reading in Jul-2023, it is being punched as 1031 KVA for which demand charge has been calculated accordingly till Mar-2024 which needs bill revision. Secondly, regarding meter no., it is required field inspection for which 3 days time may be allowed.

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum to pass order as deemed fit.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP inspected the consumer premises on the same day and certified that the submission of complainant is true. Physically meter no. 10054327 is present in consumer premises and CMR is 2570 KWH. The report submitted by OP dated 10th Apr. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 4 KW. The consumer has availed power supply since 29th Aug. 2021 and total outstanding upto Feb.-2026 is ₹ 95,419.18p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed about the claim of MMFC from Jul-2023. The OP submitted that due to wrong punching of KVA reading in Jul-2023, KVA reading of 1031 has been punched for which MMFC has been claimed at higher side.

The Forum analysed the billing pattern and found that during Jul-2023, a reading of 1031 KVA has been punched for which ₹ 10,320/- p.m. has been charged towards MMFC from Jul-2023 to Mar-2024. Thereafter, the reading has been resetted for FY 2024-25 and there is no abnormality in MMFC. The month-wise KVA reading from Jul-2023 to Mar-2024 is,

MONTH	BILLED MD (KVA)	MD RECORDED (KVA)
Jul-2023	1031	-
Aug-2023	1031	0.20
Sep-2023	1031	0.20
Oct-2023	1031	0.20
Nov-2023	1031	-
Dec-2023	1031	-
Jan-2024	1031	-
Feb-2024	1031	-
Mar-2024	1031	-

In this aspect, CI-143 (i) of OERC Regulation Code 2019 which is self-explanatory.

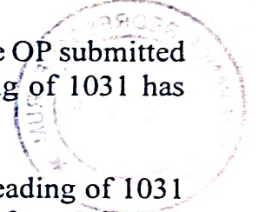
“143. (i) Monthly demand charges shall be payable by the consumer on the basis of maximum demand and contract demand as determined in the tariff notification. In case maximum demand meter is not provided or the meter has become defective, the monthly demand charges shall be payable on the basis of contract demand as determined in the tariff notification.”

Considering the above, the Forum is of the opinion that the MMFC billed from Jul-2023 to Mar-2024 needs bill revision as per actual MD recorded or contract demand of the consumer whichever is higher and accordingly bill revision to be done to resolve the consumer grievances.

1. The consumer has disputed that there is some error in meter number. The OP inspected the premises and submitted the report before the Forum and admitted with the consumer complaint. From the billing ledger, the Forum observed that in billing database, meter no. is 10053472 and CMR on Feb-2026 is 537 whereas meter no. 10054327 is available in the consumer premises and CMR on 10.04.26 is 2570. Hence, it is clear that there is error in meter no. tagged with the consumer premises. Also, from the billing data, it is found that the said disputed meter no. 10053472 is available against cons. no. 9150-0103-4721 instead of 9150-0103-4720.


MEMBER (Fin.)


PRESIDENT



Considering the above facts, there is need of amendment of billing database alongwith meter no. & billing parameter.

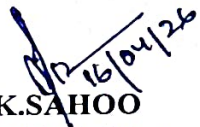
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The OP is directed to revise the MMFC of the consumer from Jul-2023 to Mar-2024 considering the contract demand in line with CI-143 of OERC Regulation Code 2019.
2. All sundries and adjustments are to be considered during the above revision period.
3. The OP is directed to amend the meter no. of the consumer from 10053472 to 10054327 along with CMR: 2570. Also, corresponding amendment to be done against cons. no. 9150-0103-4721. Necessary bill revision is to be done accordingly.

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 Kailash Rana, At-Tithipali, Po-Singhari, Via-Tarbha, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."