



## 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))

Memo No.GRF/BGR/Order/ 289<sup>5</sup>

Dated, the 20/04/2026

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/204/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Nimai Padhan, At/Po-Sikuan, Via-Deogaon, Dist-Bolangir	911524050542	9937381827
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, Tusura	Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	18.04.2026		
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) <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	18.04.2026		
9	Date of Order	20.04.2026		
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 Deogaon

**Appeared:**

For the Complainant -Sri Nimai Padhan  
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/204/2026**

Sri Nimai Padhan,  
At/Po-Sikuan, Via-Deogaon,  
Dist-Bolangir  
Con. No. 911524050542

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.20.04.2026)**

During Camp Court hearing at Jarasingha PSS on 18<sup>th</sup> Apr. 2026, the consumer Shri Nimain Padhan was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Nimain Padhan who is LT-Dom. consumer availing a CD of 1.5 KW. He was disputed about the inflated and erroneous billing done in Jul-2013 with 4085 units amounting to ₹ 22,111.92p. He has submitted 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 : 18.04.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The complainant represented that he was served with an erroneous bill of 4095 units in Jul-2013 and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jun-2011. The billing dispute raised by the complainant about inflated & erroneous billing done in the month of Jul-2013 is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision.

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

  
MEMBER (Fin.)

  
PRESIDENT

## FINDINGS AND ANALYSIS OF THE FORUM

The case is perused with all available documents in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 21<sup>st</sup> Jun. 2011 and arrear outstanding upto Feb.-2026 is ₹ 42,075.81p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract, the consumer was billed with 4095 units in Jul-2013 billing month amounting to ₹ 22,111.92p and from the next month, the said meter became defective for which average billing was done till Jul-2014.

The OP submitted that it is a case of suppressed meter reading for which bill revision is required.

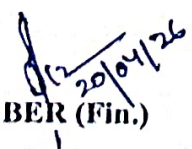
2. The Forum analysed the billing ledger and feels that inflated billing was done with 4095 units in Jul-2013 and in subsequent month the said meter became defective for which average billing was done till Jun-Jul/2014. Against the defective meter, a new meter has been installed with meter no. WES02733 during Aug-2014, The defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one year which violates CI-155 of OERC Distribution (Conditions of Supply) Code-2019 and also 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. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

3. From the above, the Forum feels that the bill of Jul-2013 is erroneous and subsequent average bill till Jun-Jul/2014 needs bill revision as per succeeding six months average consumption of new meter to redress the consumer grievances.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 42,075.81p upto Feb.-2026.
5. 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 ₹ 20,168.72p 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 revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 20,168.72p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


  
MEMBER (Fin.)

  
PRESIDENT



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 Nimai Padhan, At/Po-Sikuan, Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."**