



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))

Memo No.GRF/BGR/Order/ 343⁶

Dated, the 08/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/234/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Suresh Chandra Mahapatra, For Sri Kedar Mishra, At-Ghodaghatpada, Po/Dist-Sonepur		915101030370	9437089660
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	07.05.2026			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	07.05.2026			
9	Date of Order	08.05.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

08/05/26
MEMBER (Fin.)

08/05/26
PRESIDENT

Place of Hearing: Camp Court at Kalapathar



Appeared:

For the Complainant - Sri Suresh Chandra Mahapatra
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur

Complaint Case No. BGR/234/2026

Sri Suresh Chandra Mahapatra,
For Sri Kedar Mishra,
At-Ghodaghatpada, Po/Dist-Sonepur
Con. No. 915101030370

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.08.05.2026)

During Camp Court hearing at Kalapathar PSS on 07th May 2026, the representative of the consumer Shri Suresh Chandra Mahapatra was present & Shri Bibekananda Dikshit, SDO-Sonepur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Suresh Chandra Mahapatra 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 during Aug-2004 to Feb-2011. He was 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 : 07.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonepur section of Sonepur Sub-division. The complainant represented that he was served with erroneous & inflated bills during Aug-2004 to Feb-2011. For that inflated bill, the total outstanding has been accumulated to ₹ 46,600.96p upto Mar.-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-Dom. consumer availing power supply since Apr-2003. The billing dispute raised by the complainant for the inflated and erroneous billing during Aug-2004 to Feb-2011 is a genuine dispute and needs bill revision. This may happened due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his

MEMBER (Fin.)

PRESIDENT

actual consumption, Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

Considering the above, the OP requested before the Forum to consider this 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 since 22nd Apr. 2003 and total outstanding upto Mar.-2026 is ₹ 46,600.96p. 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 during Aug-2004 to Feb-2011 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. 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 ₹ 4,012.44p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 46,600.96p upto Mar.-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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 4,012.44p. 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.


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Suresh Chandra Mahapatra, At-Ghodaghatpada, Po/Dist-Sonepur-767017.
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."