



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର

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/ 445

Dated, the 29/06/2026

Corum:

Er. Sambit Kumar Nanda

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

1	Case No.	Complaint Case No. BGR/277/2026																											
2	Complainant/s	Name & Address Sri Jayamangal Negi, For President, Bimala P.P, At-Sakma, Po-Mahadevpali, Dist-Sonepur		Consumer No 915001061244	Contact No. 8917624780																								
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.05.2026																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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6. Others																													
8	Date(s) of Hearing	04.06.2026	18.06.2026																										
9	Date of Order	29.06.2026																											
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 Jayamangal Negi
For the Respondent – Sri Abadhut Pradhan, AFM (Represnetative)

Complaint Case No. BGR/277/2026

Sri Jayamangal Negi,
For President, Bimala P.P,
At-Sakma, Po-Mahadevpali,
Dist-Sonepur
Con. No. 915001061244

- **COMPLAINANT**

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- **OPPOSITE PARTY**

ORDER
(Dt.29.06.2026)

The representative Shri Jayamangal Negi on behalf of Bimala Pani Panchayat was appealed before the Forum on dated 21st May 2026 which was registered on Case no. 277 of 2026. The complainant has disputed the energy bill of Nov-2025 with 275368 units and requested for bill revision. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 04th Jun. 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED : 04.06.2026

Appeared:

For the Complainant – **ABSENT**
For the Respondent – **ABSENT**

As both the parties were not present on the date of hearing, the case was adjourned to next hearing date i.e. 18th Jun. 2026 and intimated to both the parties vide letter no. 409, dated 06th Jun. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.06.2026

Appeared:

For the Complainant – Sri Jayamangal Negi
For the Respondent – Sri Abadhut Pradhan, AFM (Represnetative)

MEMBER (Fin.)

PRESIDENT

HISTORY OF THE CASE

The Complaint petition filed on behalf of the consumer by Shri Jayamangal Negi who is a LT-Irr. consumer availing a CD of 11.5 KW. He was disputed about the energy bill of Nov-2025 (served in Dec-25) with 27536 units. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Mahadevpali Section of Binka Sub-division. The consumer disputed the inflated energy bill of Nov-2025 with 27536 units. For that, the total outstanding has been accumulated to ₹ 50,466.51p upto Apr-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

E-mail dated 10th Apr. 2026.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Jun.-2017. The billing dispute raised by the complainant for the inflated billing of Nov-2025 with 27536 units is not based on facts. Actually, the consumer was billed with actual meter reading basis till Dec-2024 with CMR : 36061.86, thereafter average billing done from Jan-2025 to Oct-2025. The same was identified in Nov-2025 that due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader, the average billing has been done. Accordingly, "O" code meter status has given with IMR : 36061.86 (Dec-2024) & CMR : 63597.76 (Nov.-2025). For that, a differential unit of 27536 KWH amounting to ₹ 42,410.08p has been billed in Nov-2025 considering the average billing done from Jan-2025 to Oct-2025. As the above-stated period bill has been raised on meter reading basis, there is no scope of bill revision.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 11.5 KW. The consumer has availed power supply since 05th Jun. 2017 and total outstanding upto Apr-2026 is ₹ 50,466.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to erroneous billing in Nov-2025, he was served with inflated bill of 27536 units which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Jan-2025, the consumer billed on average basis from Jan-2025 to Oct-2025. The meter status has been rectified in Nov-2025 with CMR : 63597.76 & IMR : 36061.86 (Dec-2024). Thereafter actual billing has been done. Considering the actual meter reading, the bill of Jan-2025 to Nov-2025 has been recasted considering average bill of that period. Accordingly, differential bill of ₹ 42,410.08p has been raised in the bill of Nov-2025.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for ten months where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.


MEMBER (Fin.)


PRESIDENT

The Forum analysed the billing ledger and argument of both parties. It is found that there is an average billing from Jan-2025 to Oct-2025 where the meter was in running condition. The matter was identified in Nov-2025 with CMR : 63597.76, accordingly differential units has been billed with adjustment of average billing units done during that period. As the said period bill has already been revised, there is scope of further bill revision.

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.

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 Jayamangal Negi, At-Sakma, Po-Mahadevpali, Dist-Sonepur-767019.
2. Executive Engineer, Sonepur Electrical 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."