

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)), Sri Krupasindhu Padhee, (Co-Opted Member)

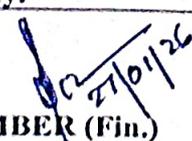
Memo No.GRF/BGR/Order/ 49^{LS}

Dated, the 27/01/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/29/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Nilanchal Padhan, For Sri Sanjib Padhan, At/Po-Pandesara, Via-Dudka, Dist-Bolangir		911312080737	7854862582
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	17.01.2026			
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	17.01.2026			
9	Date of Order	27.01.2026			
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 Agalpur

Appeared:

For the Complainant -Sri Nilanchal Padhan
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (El.), Loisingha

Complaint Case No. BGR/29/2026

Sri Nilanchal Padhan,
For Sri Sanjib Padhan,
At/Po-Pandesara, Via-Dudka,
Dist-Bolangir
Con. No. 911312080737

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

.....
ORDER

(Dt.27.01.2026)

During Camp Court hearing at Agalpur Section office on 17th Jan. 2026, the consumer Sri Ujal Kumar Naik was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Nilanchal Padhan who is a LT-Dom. consumer availing a CD of 0.5 KW. The complainant represented that an additional bill of ₹ 1,475.96p has been debited in the bill of Oct.-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

The case was heard in detail.

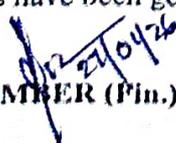
PROCEEDING OF HEARING DATED : 17.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that an additional bill of ₹ 1,475.96p has been debited in the bill of Oct-2025 illegally which needs to be withdrawn and requested before the Forum for revision of 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 Jan.-2021. The billing dispute raised by the complainant for the additional bill of ₹ 1,475.96p has been raised in Oct-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised due to average billing made for the month of Dec-2024 & Jan.-2025 due to meter defective. On 10th Mar. 2025, the defective meter has been replaced with a new meter having meter no. TWST15003260. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 1,475.96p has been


MEMBER (Pin.)


PRESIDENT

raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 04th Jan. 2021 and total outstanding upto Dec-2025 is ₹ 1,462.33p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 1,475.96p has been added in the bill of Oct-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Dec-2024 and continued with same status till Jan.-2025. The OP has replaced the defective meter with a new meter on 10th Mar. 2025 with meter no. TWST15003260 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 1,475.96p was due to delay replacement of meter by the OP. In the said case, the OP has taken initiative steps for early replacement of defective meter and replaced the meter as per scheduled time allowed in OERC Regulation Code. The Forum appreciated the effective steps taken by the OP. In the instant case, the OP has exercised Cl-155 of OERC Dist. (Conditions of Supply) Code 2019 for upward assessment.

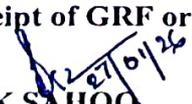
During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 21.12p is to be debited and ₹ 1,475.96p which was debited in the bill of Oct.-2025 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 initiated the re-assessment of upward assessed amount and the petitioner was convinced with the proposal. Accordingly, the re-assessed amount of ₹ 21.12p is to be debited and the upward assessment of ₹ 1,475.96p which was debited in the bill of Oct.-2025 is to be withdrawn. 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 Nilachal Padhan, AT/PO: Pandarara, Via - Dudika, Dist: Bolangir
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha. PIN: 767061
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 → 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."