



## 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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

4485

Dated, the 19/06/2025

**Corum:**

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

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

1	Case No.	Complaint Case No. BGR/327/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Magsira Pandey, For Sri Sadananda Pandey, At/Po-Sindurpur, Via-Binka, Dist-Sonepur		915303081273	7854068640																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	17.06.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) 155, 157</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) 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																		
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8	Date(s) of Hearing	17.06.2025																											
9	Date of Order	19.06.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Binka

**Appeared:**

For the Complainant -Sri Magsira Pandey  
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka



**Complaint Case No. BGR/327/2025**

Sri Magsira Pandey,  
For Sri Sadananda Pandey,  
At/Po-Sindurpur, Via-Binka,  
Dist-Sonepur  
Con. No. 915303081273

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.19.06.2025)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has been served with abnormal & inflated bill from Sep-2024 onwards. For that inflated bill, the arrear outstanding has been accumulated to ₹ 62,538.10p upto May-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 17.06.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Binka section of Binka Sub-division. The consumer represented that he has been served with abnormal & inflated bill from Sep-2024 to Apr-2025 and he was in apprehension that the said meter is recording excess consumption than actual consumption. For that, he was deposited meter testing fees on 17<sup>th</sup> Dec. 2024. The disputed meter has been replaced on 20<sup>th</sup> May 2025 but the disputed billing period has not yet revised. The complainant raised dispute against the said disputed billing period and requested before the Forum for suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Jun-2018. The billing dispute raised by the complainant for the inflated billing has no base and not a genuine dispute as all bills have raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 20<sup>th</sup> Jun. 2018 and total outstanding upto May-2025 is ₹ 62,538.10p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The consumer has disputed the accuracy of the meter having meter no. S10201796 which was in service till Apr-2025. From Sep-2024, the consumer apprehended that the meter is showing excess consumption than actual consumption. For that, he has deposited meter testing fees of ₹ 590/- (including GST of ₹ 90/-) on 17<sup>th</sup> Dec. 2024. The OP was arranged meter testing with MMG team. The MMG team has tested the meter 29<sup>th</sup> Apr. 2025 and found that the % of error is 100% and declared the meter is defective. The OP has replaced the meter with a new one on 20<sup>th</sup> May 2025 with meter no. TWST15121872, thereafter actual billing is going on and the consumer has no dispute with the present meter. The meter test conducted by MMG and report generated on 29<sup>th</sup> Apr. 2025 has been taken into record.
2. Hence, it is concluded that the disputed meter i.e. meter no. S10201796 is a defective one, accordingly, the bills raised with the said meter from Sep-2024 to Apr-2025 needs to be revised under CI-155 of OERC Distribution Code-2019 to redress the consumer grievances.

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 energy bill raised to the consumer from Sep-2024 to Apr-2025 is to be revised based on succeeding six months average consumption of new meter considering IMR : 0 (20.05.2025) and CMR of Nov-2025 under CI-155 of OERC Regulation Code 2019.
2. All sundries and adjustments are to be considered during the above revision period.
3. DPS is to be levied as per prevailing tariff prescribed by Hon'ble OERC from time to time.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within six months after receipt of GRF order otherwise it will be treated as non-compliance.

  
**K.S. PADHEE**  
CO-OPTED MEMBER

  
**P.K. SAHOO**  
MEMBER (Fin.)

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Magsira Pandey, At/Po-Sindurpur, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**