



GRIEVANCE REDRESSAL FORUM, BOLANGIR

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 71

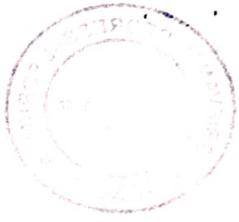
Dated, the 02/02/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/36/2026		
2	Complainant/s	Name & Address Sri Fakira Meher, For Sri Ajodhya Meher, At-Amsarbhata, Po-Subalaya, Dist-Sonepur	Consumer No 915203050398	Contact No. 9938544916
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	19.01.2026		
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) 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		
8	Date(s) of Hearing	19.01.2026		
9	Date of Order	02.02.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

02/02/26
MEMBER (Fin.)

PRESIDENT



Place of Hearing: Camp Court at Subalaya

Appeared:

For the Complainant -Sri Fakira Meher
For the Respondent -Sri Somanath Seth, S.D.O (El.), B.M.Pur

Complaint Case No. BGR/36/2026

Sri Fakira Meher,
For Sri Ajodhya Meher,
At-Amsarbhata, Po-Subalaya,
Dist-Sonepur
Con. No. 915203050398

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**

ORDER
(Dt.02.02.2026)

During Camp Court hearing at Subalaya PSS on 19th Jan. 2026, the representative of the consumer Sri Fakira Meher was present & Shri Somanath Seth, SDO-B M Pur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Fakira Meher who is a LT-Dom. consumer availing a CD of 0.14 KW. The complainant represented that an additional bill of ₹ 8,230.66p has been debited in the bill of Nov-2024 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

The case was heard in detail.

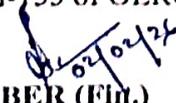
PROCEEDING OF HEARING DATED : 19.01.2026

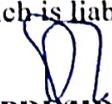
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The complainant represented that an additional bill of ₹ 8,230.66p has been debited in the bill of Nov-2024 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 Nov-2012. The billing dispute raised by the complainant for the additional bill of ₹ 8,230.66p has been raised in Nov-2024 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by


MEMBER (Fin.)


PRESIDENT

the consumer. The reason of additional bill raised due to average billing made from Apr-May/2021 to Jul-2023 was due to meter defective. On 16th Aug. 2023, the defective meter has been replaced with a new meter having meter no. TWSP51017195. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 8,230.66p has been 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 0.14 KW. As per record, the consumer has availed power supply since 11th Nov. 2012 and total outstanding upto Dec-2025 is ₹ 13,584.70p. 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 ₹ 8,230.66p has been added in the bill of Nov-2024 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. Apr-May/2021 and continue with same status till Jul-2023. The OP has replaced the defective meter with a new meter on 16th Aug. 2023 with meter no. TWSP51017195 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis.

The Forum analysed the documents submitted by both the parties. It is observed that earlier the consumer was appealed before the Forum which was registered as Case no. 797 of 2024. The brief facts of the dispute was the consumer represented that he has availed power supply on Aug-2023 where the billing has been started since 11th Nov. 2012. The OP was submitted field inspection report dated 27th Dec. 2024 and certified that power supply has been released on Jun-2023. Accordingly, the Forum has passed the Order on dated 31st Dec. 2024. The abstract of the order is,

"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 Regulation 2019.

- 1. The energy bills raised to the consumer from 11th Nov. 2012 to May-2023 must be withdrawn as there was no power supply to the consumer premises.*
- 2. DPS is to be levied as per OERC Regulation.*
- 3. All sundries & adjustments are to be considered during the above revision period."*

Based on above order, the OP has revised the bill on 10th Jan. 2025 and withdrawn ₹ 10,693.32p from the arrear outstanding and complied the said order.

Now the present dispute regarding imposition of additional bill for the period Aug-2021 to Jul-2023 where the consumer has availed power supply on Jun-2023 as per field inspection report dated 27th Dec. 2024. Hence, there is no justification of raising of additional bill for the period of Aug-2021 to May-2023. Hence, the additional bill raised for the assessment period needs reassessment considering the date of power supply as 01st Jun. 2023.

During the course of hearing, also it is noticed that the OP has only revised the energy charges only leaving the MMFC charges which also should be revised as per said order. The OP admitted that due to oversight, the MMFC part has not been revised and initiated bill revision on

MEMBER (FIR.)

PRESIDENT

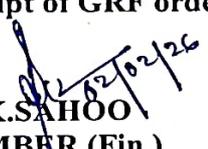
the spot observing the Forum order in Case no. 797 of 2024. Accordingly, the MMFC of ₹ 2,912.00p is to be withdrawn from the arrear outstanding.

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.

1. The OP is directed to revise the meter defective period assessment for the period Jun-2023 to 15th Aug. 2023 as per succeeding six months average consumption of new meter by considering IMR : 0 (16.08.2023) & FMR : 648 (Feb.-2024) under CI-155 & 157 of OERC Distribution Code 2019.
2. The OP is directed to carry-out the MMFC revision proposal with a withdrawal amount of ₹ 2,912.00p 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 Fakira Meher, At-Amsarbhata, Po-Subalaya, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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."