



# GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

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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/ 58<sup>(5)</sup>

Dated, the 31/01/2026

**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/38/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Akadasia Padhan, For Sri Sansara Padhan, At-Tentuli Mahada, Po-Bagbar, Via-B.M.Pur, Dist-Sonepur		915203160550	9938456927
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	<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	19.01.2026			
9	Date of Order	31.01.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

  
MEMBER (Fin.)

  
PRESIDENT

Place of Hearing: Camp Court at B.M.Pur



**Appeared:**

**For the Complainant**

-Sri Akadasia Padhan

**For the Respondent**

-Sri Somanath Seth, S.D.O (El.), B.M.Pur

**Complaint Case No. BGR/38/2026**

Sri Akadasia Padhan,  
For Sri Sansara Padhan,  
At-Tentuli Mahada, Po-Bagbar,  
Via-B.M.Pur, Dist-Sonepur  
Con. No. 915203160550

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.31.01.2026)**

During Camp Court hearing at B M Pur Sub-division office on 19<sup>th</sup> Jan. 2026, the representative of the consumer Sri Akadesia Padhan was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Akadesia Padhan who is a LT-Dom. consumer availing a CD of 0.3 KW. He has disputed about the inflated and erroneous bills raised from the date of power supply to Sep.-2020. He has 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 : 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 he was served with erroneous & inflated bills since the date of power supply to Sep-2020. For that inflated bill, the total outstanding has been accumulated to ₹ 18,385.40p upto Dec.-2025. 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 Jan.-2011. The billing dispute raised by the complainant for the inflated and erroneous billing from the date of power supply to Sep-2020 is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter reader to prevent actual billing in the previous months. As in the above-stated period bill has not been revised, it needs bill revision.

MEMBER (Fin)

PRESIDENT

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

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

The consumer is a LT-Dom. consumer with a CD of 0.3 KW. The consumer has availed power supply since 27<sup>th</sup> Jan. 2011 under DOM category and total outstanding upto Dec.-2025 is ₹ 18,385.40p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing has been done from the date of power supply to Sep-2020 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 ₹ 5,039.72p 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 ₹ 18,385.40p upto Dec.-2025 and also due to the dispute.

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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 5,039.72p. Hence, the Forum directed the OP to carry-out the revision proposal and must get 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 Akadasia Padhan, At-Tentuli Mahada, Po-Bagbar, Via-B.M.Pur, 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](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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**