



## 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/ 73

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/40/2026		
2	Complainant/s	Name & Address Sri Birendra Kumar Singh, At/Po-Hilung, Via-B.M.Pur, Dist-Sonepur	Consumer No 915001035001	Contact No. 9337090343
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.)

02/02/26  
PRESIDENT

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

**Appeared:**

For the Complainant -Sri Birendra Kumar Singh  
For the Respondent -Sri Somanath Seth, S.D.O (El.), B.M.Pur

**Complaint Case No. BGR/40/2026**

Sri Birendra Kumar Singh,  
At/Po-Hilung, Via-B.M.Pur,  
Dist-Sonepur  
Con. No. 915001035001

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER  
(Dt.02.02.2026)**

During Camp Court hearing at B M Pur Sub-division office consumer Sri Birendra Kumar Singh was present & Shri Somanath Seth, SDO-B M Pur was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Birendra Kumar Singh who is a LT-Irr. consumer availing a CD of 4 KW. He has disputed about the average bill raised from May-2024 to Nov.-2024. 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 has been served with average bills from May-2024 to Nov.-2024 due to meter defective. For that, the total outstanding arrear has been accumulated to ₹ 17,468.56p 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-Irr. consumer availing power supply since Jan.-2022. The billing dispute raised by the complainant for the average billing from May-2024 to Nov.-2024 was due to meter defective for that period. A new meter with sl. no. TWSC59047988 has been installed on 27<sup>th</sup> Nov. 2024, thereafter actual billing has been done. As the above-stated period bill has not 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-Irr. consumer with a CD of 4 KW. The consumer has availed power supply since 28<sup>th</sup> Jan. 2022 and total outstanding upto Dec.-2025 is ₹ 17,468.56p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he has been served with average bills from May-2024 to Nov.-2024 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSC59047988 on 27<sup>th</sup> Nov. 2024 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter in obedience to OERC Regulation.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than six months. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

The Forum analysed the billing ledger and found that there is a bill revision has been done during Jan.-2025 with a withdrawal amount of ₹ 6,837.57p considering meter defective period of Aug-2024 to Nov-2024. The Forum examined the revision statement and found that the bill revision has not done proper and found error which needs to be revised again.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 17,468.56p upto Dec.-2025.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

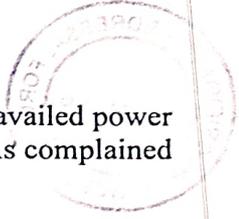
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from May-2024 to Nov-2024 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (27.11.2024) & FMR : 4924 (Oct-2025) under CI-155 & 157 of OERC Distribution Code 2019. The bill revision done in Jan-2025 with a credit sundry of ₹ 6,837.57p is to be reversed.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

MEMBER (Fm.)

PRESIDENT



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.



12/02/26  
P.K.SAHOO,  
MEMBER (Fin.)

S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Birendra Kumar Singh, At/Po-Hilung, 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."**