



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/ 715^(B)

Dated, the 25/09/2025

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/496/2025																			
2	Complainant/s	Name & Address Dr. Sushil Chandra Mahapatra, Qr. No. 4R/604, At-BBMCH Campus, Bolangir Po/Dist-Bolangir		Consumer No 911001130611	Contact No. 7846986155																
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																	
4	Date of Application	13.09.2025																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">15. Others (Specify) – (1) Excess meter cost in Govt. accommodation, (2) Post-paid connection converted to prepaid, (3) Refund of meter cost.</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) – (1) Excess meter cost in Govt. accommodation, (2) Post-paid connection converted to prepaid, (3) Refund of meter cost.	
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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)</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)	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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6. Others																					
8	Date(s) of Hearing	23.09.2025																			
9	Date of Order	25.09.2025																			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	Others																
11	Details of Compensation awarded, if any.	Nil																			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Dr. Sushil Chandra Mahapatra
For the Respondent -Sri Srikant Satpathy, AM (F&C) (Auth. Representative)

Complaint Case No. BGR/496/2025

Dr. Sushil Chandra Mahapatra,
Qr. No. 4R/604,
At-BBMCH Campus, Bolangir,
Po/Dist-Bolangir
Con. No. 911001130611

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

OPPOSITE PARTY



ORDER
(Dt.25.09.2025)

The complainant has appealed before the Forum on 13th Sep. 2025 which has been registered as Case no. 496/2025. The complainant has raised grievances with the following issues,

- A) Excess meter cost in Govt. accommodation
- B) Post-paid connection in Jun-2023 changed to prepaid in Jul-2023 which was again changed to post-paid in Jun-2025
- C) Refund of meter cost of ₹ 13,732.89 + GST

Accordingly, hearing date has fixed on 23rd Sep. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Prof. (Dr.) Sushil Chandra Mahapatra who is a LT-Dom., three phase supply consumer availing a CD of 8 KW. The consumer is the Retd. Dean of AIIMS, Bhubaneswar and presently staying at Qtr. No. : 4R-604, Bhima Bhoi Medical College & Hospital (BBMCH), Balangir. He has deposited the required fees alongwith security deposit of ₹ 25,143/- on 20th May 2023. Power supply to the said quarter was also released on 23rd May 2023. The consumer has disputed the following points,

- A) Excess meter cost in Govt. accommodation
- B) Post-paid connection in Jun-2023 changed to prepaid in Jul-2023 which was again changed to post-paid in Jun-2025
- C) Refund of meter cost of ₹ 13,732.89 + GST

The case was heard in detail.

PROCEEDING OF HEARING DATED : 23.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III section of Balangir-I Sub-division. The

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MEMBER (Fin.)

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PRESIDENT

complainant submitted the above-stated documents. Also, he has intimated the Forum that TPWODL is sending e-message to his registered mobile for disconnection of power supply where he has no arrear outstanding which needs to be addressed.

PREVIOUS COMPLAINS IF ANY :

Series of e-mail correspondence between licensee Vs complainant regarding this dispute.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-3 ph. domestic consumer availing power supply since 23rd May 2023. As per application for new supply submitted by the consumer through online mode, necessary estimate of ₹ 25,143/- has been framed on 20th May 2023 and served to the applicant for payment. The applicant has made payment of same on the same day. Thereafter, three phase meter was installed and power supply given on 23rd May 2023. Hence, there is no error in the estimate.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Three phase Dom. consumer with a CD of 8 KW. The consumer has availed power supply since 23rd May 2023. As submitted by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented about the meter cost which has been added in the estimate. The OP submitted that as per new supply application submitted by the consumer, estimate has been framed. In the said application, the consumer has opted to deposit the meter cost for which no meter rent will be charged. Accordingly, estimate was prepared inclusive of meter cost and installation of ₹ 13,732.89p. The consumer has agreed with that and made payment on 20th May 2023. Hence, no meter rent is being charged on the monthly bill.

The Forum has gone through the documents alongwith estimate copy and found that the estimate is in line with OERC Supply Code 2019. During the course of hearing, the consumer was also convinced with the same.

2. Regarding conversion of pre-paid connection to post-paid connection as disputed by the complainant, the OP submitted that the consumer is still availing power supply with PRE-PAID status consumer. The Forum was convinced with the statement of OP. Also, the complainant has been convinced with the same.
3. Regarding refund of meter cost as submitted by the complainant, the OP submitted that as per new supply connection submitted by the consumer and thereafter estimate framed by TPWODL, the consumer has paid it. On basis of that, no meter rent is being charged on monthly bill otherwise, monthly meter rent @150/- could have been charged. Hence, at this point meter cost cannot be refunded back. The Consumer convinced with that and agreed with submission of OP.
4. During the course of hearing, the complainant submitted a copy of e-message received from TPWODL where it is mentioned as,
"Dear Consumer, you have reached the credit limit. Please recharge your account number 911001130611 immediately to avoid disconnection. Your current available balance is – 2742.00."



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

The consumer was displeased with such message and feels that it indicates a threat for disconnection of power supply and stated that as he is a senior citizen and having social respect, this type of message hurts him a lot and submitted before the Forum to direct the licensee not to send such type of message to such group of people.

The OP submitted that as the consumer is a pre-paid consumer, the software system has calculated the average bill automatically as compared with existing security deposit and the central server is sending this auto-generated message. However, they will send proposal to their IT team to explore the alternative so that such type of consumer will not be panicked.

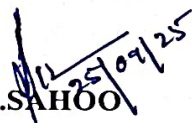
The Forum analysed this matter and advised the OP to take up the matter immediately with their IT team and explore the matter so that the such type of consumer will not be in displeasure with TPWODL. Also, TPWODL will earn a fair image with ethics.

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 dispute of the consumer has properly been redressed during the hearing and the complainant has also agreed with it. Hence, the present case is herewith dropped. The Forum also directed the OP to explore the e-message of disconnection notice for such bonafide consumer for betterment of the system and to be implemented at the earliest.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Dr. Sushil Chandra Mahapatra, Qr. No. 4R/604, At-BBMCH Campus, Bolangir, Po/Dist-Bolangir-767002.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
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."