



## 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/

732<sup>5</sup>

Dated, the

16/10/2025

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/507/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                             |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 2                                                                                   | Complainant/s                                        | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |            | Consumer No                                                 | Contact No. |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
|                                                                                     |                                                      | Sri Pradip Kumar Sethi,<br>For Sri Gangadhar Sethi,<br>At/Po-Silati, Via-Binka,<br>Dist-Sonepur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | 915303070113                                                | 9668361291  |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 3                                                                                   | Respondent/s                                         | Name<br>S.D.O (Elect.), TPWODL, Binka                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |            | Division<br>Sonepur Electrical Division,<br>TPWODL, Sonepur |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 4                                                                                   | Date of Application                                  | 19.09.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |            |                                                             |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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) - |  |  |
| 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                      | <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 |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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                                                                           |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                             |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 8                                                                                   | Date(s) of Hearing                                   | 19.09.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |            |                                                             |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 9                                                                                   | Date of Order                                        | 16.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |            |                                                             |             |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 Pradip Kumar Sethi  
**For the Respondent** -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

**Complaint Case No. BGR/507/2025**

Sri Pradip Kumar Sethi,  
For Sri Gangadhar Sethi,  
At/Po-Silati, Via-Binka,  
Dist-Sonepur  
Con. No. 915303070113

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.16.10.2025)**

During Camp Court hearing at Binka Sub-division office on 19<sup>th</sup> Sep. 2025, the representative of the consumer Shri Pradip Kumar Sethi was present & Shri Uday Sankar Patjoshi, SDO-Binka Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was getting abnormal & inflated bill after meter replacement done in Aug.-2019. For that inflated bills, the arrear outstanding has been accumulated to ₹ 1,14,791.33p upto Aug.-2025. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 19.09.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Binka section of Binka Sub-division. The consumer represented that he was getting abnormal & inflated bills from Aug-2019 onwards after replacement of meter. For that, the arrear outstanding has been accumulated to ₹ 1,14,791.33p upto Aug.-2025. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & 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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated billing from Aug.-2019 is not based on facts as all the bills have been generated on actual meter reading basis. Hence, the petition of the complainant should be rejected.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Considering the above, the OP requested before the Forum to reject the petition of the petitioner and to pass order as deemed fit.

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

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Aug.-2025 is ₹ 1,14,791.33p. As complained by the complainant and submission of OP, it is observed by the Forum that,



1. The complainant disputed the accuracy of the present meter installed during Aug.-2019 where all bills have been raised on actual meter reading basis during the disputed period. The OP submitted that all bills have been raised on meter reading basis during the disputed period and hence no bill revision is required.
2. To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees with the licensee so that the meter will be tested at site by the MMG team. Till date, the complainant has no response till date. In between that, the OP was intimated verbally to the complainant for deposit of testing fees so that the meter will be tested. But there is no response from the complainant end till date.
3. Taking the above into consideration, the complainant fails to comply the direction given by the Forum regarding deposit of meter testing fees so that his grievances will be redressed. The Forum has taken this as a **SERIOUS NOTE** for such non-compliance of direction of Forum at the end of the complainant.
4. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,14,791.33p upto Aug.-2025.

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 complainant has failed to comply the direction of the Forum during the hearing dated 19<sup>th</sup> Sep. 2025. Hence, the complaint of complainant is hereby rejected. The complainant is liable to pay the arrear outstanding without any further delay.**

Case is disposed off accordingly.

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

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Pradip Kumar Sethi, At/Po-Silati, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."**