



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/ 75⁵³

Dated, the 02/02/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/53/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Gopinath Bej, At/Po-Tarbha, Nuapada, Ward No. 01, Dist-Sonepur	915103010132	9937999407
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, Sonepur	Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	22.01.2026		
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) <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	22.01.2026		
9	Date of Order	02.02.2026		
10	Order in favour of	Complainant	√	Respondent
				Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Charbhata



Appeared:

For the Complainant -Sri Gopinath Bej
For the Respondent -Sri Bibekananda Dikshit, S.D.O (El.), Sonepur

Complaint Case No. BGR/53/2026

Sri Gopinath Bej,
At/Po-Tarbha, Nuapada,
Ward No. 01, Dist-Sonepur
Con. No. 915103010132

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.02.02.2026)

During Camp Court hearing at Charbhata PSS on 22nd Jan. 2026, the consumer Shri Gopinath Baj was present & Shri Bibekananda Dikshit, SDO-Sonepur was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Gopinath Baj who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bill raised from May-Jun/2004 to Oct-2012. 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 : 22.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonepur Sub-division. The consumer represented that he was served with average bills from May-Jun/2004 to Oct-2012 due to meter defective. For that, the total outstanding has been accumulated to ₹ 85,105.17p 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 prior to Apr-1999. The billing dispute raised by the complainant for the erroneous billing with meter defective status from May-Jun/2004 to Oct-2012 is a genuine dispute. During the said disputed period, the meter was running but due to erroneous meter status punched by the concerned meter reader, the consumer was billed on average basis. The matter has been detected during Nov-2012 billing and "O" code meter status correction has been done with CMR : 3210. As 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 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Dec.-2025 is ₹ 85,105.17p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done from May-Jun/2004 to Oct-2012 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in the above-stated period, the consumer was billed with average basis in stead of meter reading basis. The meter status has been rectified in Nov.-2012 with CMR : 3210.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than eight years where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

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 ₹ 25,632.40p is to be withdrawn from the arrear outstanding.

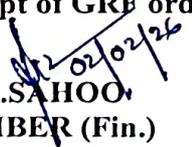
2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 85,105.17p upto Dec-2025.

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 OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 25,632.40p. Hence, the Forum directed the OP to carry-out the revision proposal 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. KINANDA
PRESIDENT

Copy to: -

1. Sri Gopinath Bej, At/Po-Tarbha, Nuapada, Ward No. 01, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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."