



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/ 725

Dated, the 30/10/2025

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/546/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Nilamani Karna, At-Asurgarh, Po-Babupali, Via-S.Rampur, Dist-Sonepur		915301011915	9938996697																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																																									
4	Date of Application	18.10.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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	18.10.2025																																											
9	Date of Order	30.10.2025																																											
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 S.Rampur

Appeared:

For the Complainant -Sri Nilamani Karna
For the Respondent -Sri Abadhut Padhan, AFM (Representative)

Complaint Case No. BGR/546/2025

Sri Nilamani Karna,
At-Asurgarh, Po-Babupali,
Via-S.Rampur, Dist-Sonepur
Con. No. 915301011915

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.30.10.2025)

During Camp Court hearing at Rampur Section office on 18th Oct. 2025, the consumer Shri Nilamani Karna was present & Shri Abadhut Pradhan, Asst. Manager (Fin. & Com.) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Nilamani Karna who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous bill raised in Sep.-2025 with 550 units. 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 : 18.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Rampur section of Binka Sub-division. The complainant represented that he has served with erroneous & inflated bill in Sep-2025 with 550 units. The complainant raised dispute against the bill of Sep.-2025 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 Mar.-2018. The billing dispute raised by the complainant for the inflated and erroneous billing in Sep.-2025 with 550 units is a not a genuine dispute as there is photo billing.

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

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 09th Mar. 2025 under DOM category. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that erroneous reading & inflated billing was done in Sep.-2025 with 550 units considering IMR : 413 & CMR : 963 whereas the CMR on 18.10.2025 is 465. The meter reader may have taken wrong meter reading for which there is an error in the bill which needs to be rectified as per actual meter reading. To resolve the issue, the Forum directed the OP to make physical inspection alongwith current meter reading and to submit before the Forum within three days. The OP inspected the consumer premises and observed that there is an error in meter reading and the CMR on 23rd Oct. 2025 is 473.

Accordingly, the OP has recasted the bill of Sep.-2025 considering IMR : 413 & CMR : 473, net units billed is 60. Hence, the complaint of the complainant has already been taken care and revised on 23rd Oct. 2025. Hence, no further bill revision is required. The Forum appreciates the pro-active action of OP.

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 complaint of the complainant has already been redressed by the OP. Hence, the petition of the complainant is hereby dropped. The complainant is directed to clear the bill of Sep-2025 within due time.



Case is disposed off accordingly.

K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Nilamani Karna, At-Asurgarh, Po-Babupali, Via-S.Rampur, Dist-Sonepur-767045.
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 → 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:Bholuagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."