



GRIEVANCE REDRESSAL FORUM, BOLANGIR

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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/ 851

Dated, the 08/12/2025

Corum:

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

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

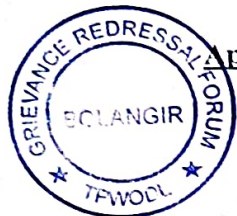
1	Case No.	Complaint Case No. BGR/579/2025																											
2	Complainant/s	Name & Address Sri Sunil Kumar Tripathy, For Smt. Shradhanjali Tripathy, At-Thenganal, Po-Samalaichuan, Via-Dunguripali, Dist-Sonepur		Consumer No 915302170638	Contact No. 9178471714																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	18.11.2025																											
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td>15. Others (Specify) –</td><td></td><td></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) –		
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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	18.11.2025																											
9	Date of Order	08.12.2025																											
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 Cherupali



Appeared:

For the Complainant

-Sri Sunil Kumar Tripathy

For the Respondent

-Sri Ashim Akash Mohanty, Jr. Accountant (Representative)

Complaint Case No. BGR/579/2025

Sri Sunil Kumar Tripathy,
For Smt. Shradhanjali Tripathy,
At-Thenganal, Po-Samalaichuan,
Via-Dunguripali, Dist-Sonepur
Con. No. 915302170638

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.08.12.2025)

During Camp Court hearing at Cherupali on 18th Nov. 2025, the representative of the consumer Shri Sunil Kumar Tripathy was present & Shri Asim Akash Mohanty, Jr. Accountant, Binka Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sunil Kumar Tripathy who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 20,948.86p has been raised in the bill of Sep-2024 erroneously and requested for bill revision. Also, he complained that he is getting abnormal & inflated bill from the date of new meter installation i.e. since 12th Aug. 2025. For that inflated bill, the arrear has been accumulated to ₹ 46,038.78p upto Oct.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The complainant represented that an additional bill of ₹ 20,948.86p has been debited in the bill of Sep-2024 illegally which needs to be withdrawn and requested before the Forum for revision of bill. Also, he represented that he has been served with abnormal & inflated bill from the date of new meter installation i.e. from 12th Aug. 2025 and he is under apprehension that the said meter is recording excess consumption than actual consumption. The complainant raised dispute against the said period and requested before the Forum for replacement of meter and suitable revision of bill.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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-Domestic consumer availing power supply since May-2019. The billing dispute raised by the complainant for the additional bill of ₹ 20,948.86p has been raised in Sep-2024 bill in obedience to OERC Regulation Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from Sep-2023 to Aug-2024. On 29th Oct. 2023, the defective meter has been replaced with a new meter having meter no. TPWODL1164069. But due to delay in upload of meter replacement data in billing database, it has been reflected in Sep-2024 with CMR : 4583. A bill revision has been done for the average billing period and debited with ₹ 20,948.86p in the bill of Sep-2024 as per actual meter reading. Hence, there is no error in the billing.

The billing dispute raised by the complainant for the inflated billing with the new meter from the installation date is not a genuine dispute as all bills are raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

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-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 25th May 2019 and total outstanding upto Oct.-2025 is ₹ 46,038.78p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 20,948.86p has been added in the bill of Sep-2024 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Sep.-2023 and continued with same status till Aug.-2024. The OP has replaced the defective meter with a new meter on 29th Oct. 2023 with meter no. TPWODL1164069 but due to delay in meter data updation, the meter no. has been reflected in the bill of Sep.-2024 (served in Oct.-2024) for which a delay meter updation revision of ₹ 20,948.86p has been done and debited in the bill of Sep-2024 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute was raised for imposition of additional bill of ₹ 20,948.86p due to delay reflection of meter data in billing database. Such delay of reflection of metering data at the end of OP attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for updation of meter data within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

2. Regarding dispute about present meter accuracy, the energy meter of the consumer has been replaced with a new one on 12th Aug. 2025 with meter sl. no. TWSP51265019. The consumer has disputed the accuracy of the meter and represented that the said meter is showing excess consumption than actual consumption. In response to that, the Forum directed the complainant to deposit the required meter testing fees with the licensee within seven days and directed the OP



CO-OPTED MEMBER

MEMBER (Fin.)

PRRIDENT



to test the meter by the MMG team at the earliest with submission of detailed report to the Forum. The complainant has deposited the required fees on 18th Nov. 2025 vide MR no. 44746118112512120001. The MMG team has tested the meter on 29th Nov. 2025 and submitted the report before the Forum on 04th Dec. 2025. The abstract of the PVR is,

“During testing of above meter result is within the limit i.e. 0.20%.”

The meter test conducted by MMG team and report generated on 29th Nov. 2025 has been taken into record. Hence, it is concluded that the present meter i.e. meter no. TWSP51265019 is out of error.


3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 46,038.78p upto Oct.-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 additional bill of ₹ 20,948.86p has been raised as per actual meter reading in obedience to OERC Regulation Code 2019. The accuracy of meter (meter sl. no. : TWSP51265019) disputed by the complainant has been tested on 29th Nov. 2025 and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected and directed to clear the arrear outstanding.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Sunil Kumar Tripathy, At-Thenganal, Po-Samalaichuan, Via-Dunguripali, Dist-Sonepur-767023.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”