

## 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/ 852

Dated, the 08/12/2025

**Corum:**

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

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

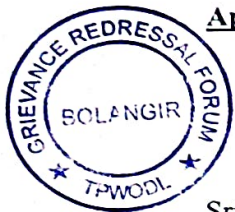
1	Case No.	Complaint Case No. BGR/581/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Dusmanta Senapati, For Sir Thabira Senapati, At/Po-Cherupali, Dist-Sonepur		915302010801	9583297951																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	18.11.2025																											
5	In the matter of-	<table border="1"><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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table border="1"><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 Dusmanta Senapati

**For the Respondent**

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

**Complaint Case No. BGR/581/2025**

Sri Dusmanta Senapati,  
For Sri Thabira Senapati,  
At/Po-Cherupali, Dist-Sonepur  
Con. No. 915302010801

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**

**(Dt.08.12.2025)**

During Camp Court hearing at Cherupali on 18<sup>th</sup> Nov. 2025, the representative of the consumer Shri Dusmanta Senapati 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 Dusmanta Senapati who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 27,389.36p raised in the bill of Nov.-2022 and requested for bill revision. 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 ₹ 27,389.36p has been debited in the bill of Nov.-2022 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

**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 Mar.-2017. The billing dispute raised by the complainant for the additional bill of ₹ 27,389.36p has been raised in Nov-2022 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to be paid by the consumer. The reason of additional bill raised due to average billing made from Oct-2017 to Feb-2021 due to meter defective. On 13<sup>th</sup> Feb. 2021, the defective meter has been replaced with a new meter having meter no. LW606721. After meter replacement, the monthly bills has been generated on actual basis. The additional bill of ₹ 27,389.36p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted for a period of preceding two year from the meter installation date. However, based on

CO-OPTED MEMBER

MEMBER (Pn.)

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PRESIDENT



consumer complaint and in reference to TPWODL guidelines they have initiated bill revision proposal for withdrawal of pre-vesting period assessment.

Based on the above, the OP requested before the Forum to consider this and 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 02<sup>nd</sup> Mar. 2017 and total outstanding upto Oct.-2025 is ₹ 39,960.48p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 27,389.36p has been added in the bill of Nov-2022 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Oct-2017 and continued with same status upto Feb-2021. The OP has been replaced the defective meter with a new meter on 13<sup>th</sup> Feb. 2021 with meter no. LW606721 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 27,389.36p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after three year & five months of meter defective which violates Cl-155 of OERC Distribution (Conditions of Supply) Code-2019 and also 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 replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised Cl-155 of OERC Dist. (Conditions of Supply) Code 2019.

During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines which will take some more time for obtaining departmental approval. Taking into consideration of above, the Forum allowed fifteen days to obtain approval of same.

On dated 05<sup>th</sup> Dec. 2025, the OP intimated the Forum that the above-said proposal has been approved by higher authority and reflected in the bill with an withdrawal amount of ₹ 26,210.52p. The Forum appreciated the initiatives of OP to resolve the case with minimum possible time period.

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 has revised the upward assessment amount and has withdrawn ₹ 26,210.52p from the energy bill of the consumer. As the OP has resolved the complaint of the complainant, the present case is dropped herewith.**

Case is disposed off accordingly.



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

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

**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Sri Dusmanta Senapati, At/Po-Cherupali, 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."**