



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. 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-	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)			
				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	18.11.2025					
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

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 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 Cl-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 13th 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 (Fin.)
Page 2 of 3

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 02nd 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 13th 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 05th 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

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.

12/12/25
P.K.SAHOO
MEMBER (Fin.)

12/12/25
S.K.NANDA
PRESIDENT

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."