



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),
BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfvesco.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/

885^{CS}

Dated, the 30/12/2025

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/598/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Jyotsnamayee Patra, W/o-Sri Antaryami Patra, At-Indiranagar, Po/Dist-Bolangir		911112030661	7978468235 9861910417																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	27.11.2025																											
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 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><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	11.12.2025	18.12.2025																										
9	Date of Order	30.12.2025																											
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: GRF, Bolangir



Appeared:

For the Complainant -Smt. Jyotsnamayee Patra
For the Respondent -Sri Swadhin Sahu, OAG-II (Authorised Representative)

Complaint Case No. BGR/598/2025

Smt. Jyotsnamayee Patra,
W/o-Sri Antaryami Patra,
At-Indiranagar, Po/Dist-Bolangir
Con. No. 911112030661

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.30.12.2025)

The Complaint petition filed by the consumer Smt. Jyotsna Mayee Patra who is a LT-Dom. consumer availing a CD of 1 KW. She has disputed about the additional bill of ₹ 40,088.48p raised in the bill of Jun-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period. Accordingly, hearing date has been fixed on 11th Dec. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During the hearing conducted at Forum office on 11th Dec. 2025, the consumer was not present neither submitted any time petition for adjournment of date whereas Shri Swadhin Sahu, OAG-II, Balangir-1 Sub-division was present on behalf opposite party.

PROCEEDING OF HEARING DATED : 11.12.2025

Appeared:

For the Complainant - **ABSENT**
For the Respondent -Sri Swadhin Sahu, OAG-II (Authorised Representative)

As the complainant was not present, the case was adjournment to 18th Dec. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Smt. Jyotsna Mayee Patra who is a LT-Dom. consumer availing a CD of 1 KW. She has disputed about the illegal additional bill of ₹ 40,088.48p raised in the bill of Jun-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

PROCEEDING OF HEARING DATED : 18.12.2025

Appeared:

For the Complainant –Smt. Jyotsnamayee Patra
For the Respondent –Sri Swadhin Sahu, OAG-II (Authorised Representative)

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Balangir-1 Sub-division. The complainant represented that an additional bill of ₹ 40,088.48p has been debited in the bill of Jun-2025 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 Apr.-2014. The billing dispute raised by the complainant for the additional bill of ₹ 40,088.48p has been raised in Jun-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from May-2021 to Feb.-2024. On 05th Mar. 2024, the defective meter has been replaced with a new meter having meter no. TWSP51131702. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 40,088.48p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period restricted to preceding two year. After receipt of consumer complaint, the upward assessment has been reassessed observing TPWODL guidelines. Accordingly, the revised assessment amount is ₹ 24,568.03p instead of ₹ 40,088.48p with an withdrawal amount of ₹ 15,520.45p and reflected in the bill of Sep-2025 (served in Oct-2025).

Based on the above, the OP requested before the Forum to reject the complaint of complainant and 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 is availing power supply since 20th Apr. 2014 and total outstanding upto Nov.-2025 is ₹ 26,918.41p. 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 ₹ 40,088.48p has been added in the bill of Jun.-2025 which needs to be withdrawn.
2. The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. May-2021 and continued with same status till Feb.-2024 billing. The OP has replaced the defective meter with a new meter on 05th Mar. 2024 with meter no. TWSP51131702 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 ₹ 40,088.48p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two & half years of meter defective, 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 CI-155 of OERC Dist. (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



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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. Besides the above, there is no error in the billing. During the course of hearing, the complainant submitted that he was staying outside of city from 2018 to Feb.-2024 due to his official posting and only one caretaker was look-after the house for maintenance purpose. Also, he has made renovation of house for which there is no use of power from 2021 to 2024. The Forum asked the complainant to submit the documents of house renovation / repair like GST bill of material purchased for construction purpose so that his case will be considered but the complainant failed to submit the same. Also, during hearing it is found that the complainant has taken another connection in the 1st floor having cons. no. 9111-1203-1143 since 29th May 2024 for which the actual consumption has been divided in two consumer number and the complainant has got the benefit while calculation of upward assessment.

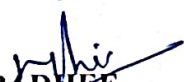
During the course of hearing, the OP intimated before the Forum that after receipt of complaint, they have reassessed the upward calculation observing TPWODL guidelines. Accordingly, the reassessment amount comes to ₹ 24,568.03p instead of ₹ 40,088.48p and withdrawn ₹ 15,520.45p in the bill of Sep.-2025.


Considering the above facts into consideration, the Forum is of the opinion that the OP has taken proactive action to resolve the consumer dispute and revised the upwards assessment amount to ₹ 24,568.03p. Hence, the grievance of the consumer has been properly attended by 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 OP has already revised the upward assessment amount in Sep-2025 bill and the complainant is liable to pay the revised amount. Hence, 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. Smt. Jyotsnamayee Patra, W/o-Sri Antaryami Patra, At-Indiranagar, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."