



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/ 878/65

Dated, the 22/12/2025

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/614/2025 | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | |
| | | Sri Bina Bagh, For Sri Nanda Bagh, At-Phulmuthi, Po-Sankara, Via-Binka, Dist-Sonepur | | 915304101394 | 7846941663 | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Binka | | Division Sonepur Electrical Division, TPWODL, Sonepur | | | |
| 4 | Date of Application | 12.12.2025 | | | | | |
| 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) 155, 157 | | | |
| | | | | 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 | 12.12.2025 | | | | | |
| 9 | Date of Order | 22.12.2025 | | | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | | Others | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | | |

CO-OPTED MEMBER

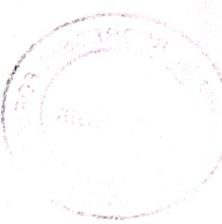
MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Binka

Appeared:

For the Complainant -Sri Bina Bagh
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka



Complaint Case No. BGR/614/2025

Sri Bina Bagh,
For Sri Nanda Bagh,
At-Phulmuthi, Po-Sankara,
Via-Binka, Dist-Sonepur
Con. No. 915304101394

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.22.12.2025)

During camp court hearing at Binka Sub-division office on 12th Dec. 2025, the representative of the consumer Shri Bina Bagh was appeared before the Forum & Shri Uday Shankar Patjoshi, SDO-Binka was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bina Bagh who is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed about the erroneous bill raised from Apr-2015 to Jul-2015 where the meter was in running condition. 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 : 12.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Mahadevpalli section of Binka Sub-division. The consumer represented that he has been served with erroneous bills from Apr-2015 to Jul-2015 where the meter was running. For that, the total outstanding has been accumulated to ₹ 73,664.70p upto Nov-2025. The complainant raised dispute against the said period 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-Domestic consumer availing power supply since Jun.-2013. The billing dispute raised by the complainant for the erroneous billing from Apr-2015 to Jul-2015 is a genuine dispute. During the billing month of Apr-May/2015, the meter was running but due to erroneous meter reading punched by the concerned meter reader, the consumer was billed with 9127 units considering IMR : 2230 & CMR : 1357, The same has been detected in the subsequent month

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CO-OPTED MEMBER

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MEMBER (Fin.)
Page 2 of 3

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PRESIDENT

billing and "O" code reading correction has been done with CMR : 2487. As the above-stated period bill has not been revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer is availing power supply since 21st Jun. 2013 and total outstanding upto Nov.-2025 is ₹ 73,664.70p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done from Apr-2015 to Jul-2015 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous meter reading punched by the concerned meter reader in the above-stated period, the consumer was billed with abnormal reading instead of actual meter reading basis. To rectify this, "O" code reading correction has been done with CMR : 2487 in Jun-Jul/2015 billing. Thereafter, the monthly bill has been raised on actual meter reading basis. Hence, bill revision is required from Apr-May/2015 to Jun-Jul/2015 considering IMR : 2230 (Apr-May/2015) & CMR : 2487 (Jun-Jul/2015) to redress the consumer grievances.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 58,668.61 is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 73,664.70p upto Nov-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 OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 58,668.61p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


S.RANANDA
PRESIDENT

Copy to: -

1. Sri Bina Bagh, At-Phulmuthi, Po-Sankara, Via-Binka, Dist-Sonepur-767019.
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 Forum."