



## 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/

880<sup>GS</sup>

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/616/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Sitaram Bhue, At-Akhidadar, Po-Sindurpur, Via-Binka, Dist-Sonepur		915303080857	8455911061																								
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-	<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 &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><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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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 Sitaram Bhue  
**For the Respondent** - Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

**Complaint Case No. BGR/616/2025**

Sri Sitaram Bhue,  
At-Akhidadar, Po-Sindurpur,  
Via-Binka, Dist-Sonepur  
Con. No. 915303080857

**COMPLAINANT**

**-Versus-**

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 12<sup>th</sup> Dec. 2025, the consumer Shri Sitaram Bhue 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 consumer Shri Sitaram Bhua who is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed about the additional bill of ₹ 7,301.44p raised in the bill of Oct.-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 : 12.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-I section of Binka Sub-division. The complainant represented that an additional bill of ₹ 7,301.44p has been debited in the bill of Oct.-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 May-2013. The billing dispute raised by the complainant for the additional bill of ₹ 7,301.44p has been raised in Oct-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 Jul-

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**MEMBER (Fin.)**

**PRESIDENT**





Aug/2016 to Dec-2020 due to meter defective. On 10<sup>th</sup> Jan. 2021, the defective meter has been replaced with a new meter having meter no. LW605760. After meter replacement, the monthly bills has been generated on actual basis. The additional bill of ₹ 7,301.44p 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 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 0.14 KW. The consumer is availing power supply since 12<sup>th</sup> May 2013 and total outstanding upto Nov.-2025 is ₹ 9,666.67p. 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 ₹ 7,301.44p has been added in the bill of Oct-2022 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Jul-Aug/2016 and continued with same status upto Dec-2020. The OP has been replaced the defective meter with a new meter on 10<sup>th</sup> Jan. 2021 with meter no. LW605760 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 ₹ 7,301.44p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after four years of meter defective which violates CI-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 CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

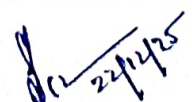
During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines which will take some more time for obtaining departmental approval. Taking into consideration of above, the Forum allowed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

On dated 18<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 a withdrawal amount of ₹ 7,301.44p. 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 withdrawn ₹ 7,301.44p from the energy bill of the consumer. As the OP has resolved the complaint of the complainant, the present case is dropped herewith.

  
CO-OPTED MEMBER

  
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PRESIDENT



Case is disposed off accordingly.

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

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

  
**S.K. NANDA**  
PRESIDENT

Copy to: -

1. Sri Sitaram Bhue, At-Akhidadar, Po-Sindurpur, 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](http://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."**