



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/ 889/5

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/617/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Sri Jayanta Kumar Hota, For Sri Prasanna Hota, At-Charda, Po-Sankara, Via-Binka, Dist-Sonepur		915001030424	9777552045		
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		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) <u>155, 157</u>			
				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	30.12.2025					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	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 Jayanta Kumar Hota
For the Respondent -Sri Abadhut Pradhan, AM(F&C) (Representative)

Complaint Case No. BGR/617/2025

COMPLAINANT

Sri Jayanta Kumar Hota,
For Sri Prasanna Hota,
At-Charda, Po-Sankara,
Via-Binka, Dist-Sonepur
Con. No. 915001030424

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

OPPOSITE PARTY

ORDER
(Dt.30.12.2025)

During camp court hearing at Binka Sub-division office on 12th Dec. 2025, the representative of the consumer Shri Jayanta Kumar Hota 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 Jayanta Kumar Hota who is a LT-Dom. consumer availing a CD of 5 KW. He has disputed about the inflated and erroneous bills raised in Jan.-2025 with 5164 units. 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 complainant represented that he was served with erroneous & inflated bill in Jan.-2025 with 5164 units. For that, the total outstanding has been accumulated to ₹ 16,163.82p 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-Irr. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the inflated and erroneous billing in Jan.-2025 has been raised as per actual meter reading, hence the complaint of the complainant is not based on facts.

Considering the above, the OP requested before the Forum to reject the petition of the petitioner and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 5 KW. The consumer has availed power supply prior to Apr-1999 under LT-Irr. category and total outstanding upto Nov-2025 is ₹ 16,163.82p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing has been done in the month of Jan.-2025 with 5164 units which needs bill revision as per actual meter reading.

The OP submitted that the meter reading of Jan-2025 has been done as per actual meter reading, hence no bill revision is required in this regard.

The Forum analysed the consumption pattern and observed that a meter change has been shown in the month of Jan-2025 with a new meter no. 10049922. The Forum directed the OP to submit the meter replacement report of Jan.-2025 within seven days. In response to that the OP submitted the meter replacement report on 30th Dec. 2025 where it has mentioned that meter replacement has been done on 06th Jan. 2025 where in the FG billing data it is shown as 01st Feb. 2025. Hence, the bills raised from Dec-2024 (served in Jan.-2025) to Jan.-2025 (served in feb.-2025) needs bill revision to redress the consumer grievances.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 16,163.82p upto Nov.-2025.

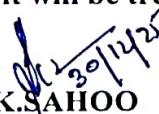
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bill raised to the consumer from Dec.-2024 (served in Jan.-2025) to Feb.-2025 is to be revised by considering IMR-0 (06.01.2025) and FMR : 5821 (Feb-2025).
2. All sundries and adjustments are to be considered during the above revision period.

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.K.NANDA
PRESIDENT

Copy to: -

1. Sri Jayanta Kumar Hota, At-Charda, Po-Sankara, Dist-Sonepur-767019.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
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."