



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/ 870th

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/618/2025																											
2	Complainant/s	Name & Address Sri Manas Kumar Tripathy, For Sri Purna Chandra Tripathy, At/Po-Seledi, Via-Binka, Dist-Sonepur		Consumer No 915304050004	Contact No. 7077696304																								
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 & 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) <u>155, 157</u></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) <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																		
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8	Date(s) of Hearing	12.12.2025																											
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: Camp Court at Binka

Appeared:

For the Complainant -Sri Manas Kumar Tripathy
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/618/2025

Sri Manas Kumar Tripathy,
For Sri Purna Chandra Tripathy,
At/Po-Seledi, Via-Binka,
Dist-Sonepur
Con. No. 915304050004

COMPLAINANT

-Versus-

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

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 Manas Kumar Tripathy 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 Manas Kumar Tripathy who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous bill raised from May-2025 to Nov-2025 where the terminal of the meter is burnt for which the meter is showing abnormal consumption. 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 abnormal & erroneous bills from May-2025 to Nov-2025. For that, the total outstanding has been accumulated to ₹ 1,30,535.75p 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 prior to Apr-1999. The billing dispute raised by the complainant for the abnormal & erroneous billing from May-2025 is a genuine

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MEMBER (Fin.)

PRESIDENT

dispute. But as per meter reading data, all the bills have been raised on actual meter reading basis, it needs further field verification for which seven days time may be allowed by the Forum.

Considering the submission of OP, the Forum allowed seven days time to submit a detailed meter report before the Forum.

The OP submitted a PVR dated 25th Dec. 2025 where it has been mentioned that the old disputed meter (TWSP51052449) has been replaced on 13th Dec. 2025 with a new meter (TWSP51349933) and FMR on 25.12.2025 is 24.

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 2 KW. The consumer is availing power supply prior to Apr-1999 and total outstanding upto Nov.-2025 is ₹ 1,30,535.75p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that abnormal & erroneous billing has been done from May-2025 to Nov.-2025 which needs bill revision.

The OP admitted the complaint and made field inspection subsequently and found that the said meter (meter no. TWSP51052449) was defective for which a new meter has been installed on 13th Dec. 2025 with meter no. TWSP51349933) and the CMR on 25.12.2025 is 24. From the FG billing data, it is found that the old meter is defective for which a new smart meter has been replaced against the defective meter.

The Forum analysed the consumption pattern and found that there is abnormal consumption during the above-stated months.

MONTH	KWH	MONTH	KWH
May-25	348	Sep-25	1642
Jun-25	724	Oct-25	1910
Jul-25	996	Nov-25	2083
Aug-25	1273		

From the above, the Forum is of the opinion that the previous meter (meter no. TWSP51052449) is a defective one since May-2025 to till the date of meter replacement which needs bill revision as per six months average consumption of new meter.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,30,535.75p 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 of the consumer must be revised from May-2025 to Nov-2025 as per succeeding six months average consumption of new meter considering IMR: 0 (13.12.2025) & FMR of Jun-2025.

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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 seven months 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 Manas Kumar Tripathy, At/Po-Seledi, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."