



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/ 902

Dated, the 31/12/2025

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/638/2025																											
2	Complainant/s	Name & Address Sri Satya Narayan Padhee, For Sri Lalit Mohan Padhee, At/Po-Bakti, Via-Salebhata, Dist-Bolangir		Consumer No 911313040230	Contact No. 7008065655																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	17.12.2025																											
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)</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	17.12.2025																											
9	Date of Order	31.12.2025																											
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 Salebhata

Appeared:

For the Complainant -Sri Satya Narayan Padhee
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/638/2025

Sri Satya Narayan Padhee,
For Sri Lalit Mohan Padhee,
At/Po-Bakti, Via-Salebhata,
Dist-Bolangir
Con. No. 911313040230

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.31.12.2025)

During Camp Court hearing at Salebhata PSS on 17th Dec. 2025, the representative of the consumer Shri Satya Narayan Padhee was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.2 KW. The complainant represented that he was getting abnormal & inflated bill from the date of new meter installation i.e. from Jan.-2024 to till date. For that inflated bill, the arrear outstanding has been accumulated to ₹ 29,493.24p upto Nov.-2025. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 17.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The consumer represented that he is getting abnormal & inflated bills from the date of new meter installation i.e. from Jan.-2024 onwards. For that, the arrear outstanding has been accumulated to ₹ 29,493.24p upto Nov.-2025. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jan.-2005. The billing dispute raised by the complainant for the inflated billing since the date of new meter installation is not based on facts as all the bills have been generated on actual meter reading & photo billing basis. Hence, the petition of the complainant should be rejected.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.2 KW. The consumer has availed power supply since 03rd Jan. 2005 and total outstanding upto Nov.-2025 is ₹ 30,536.52p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant disputed the accuracy of the present meter installed on 14th Jan. 2024 where all bills have been raised on actual meter reading basis alongwith meter photo during the said period. The OP submitted that all bills have been raised on meter reading basis during the disputed period and hence no bill revision is required.
2. To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees with the licensee within three days so that the meter should be tested at site by the MMG team. Till date, the complainant has no response till date. In between that, the OP has intimated verbally to the complainant for deposit of testing fees so that the meter will be tested. But there is no response from the complainant end till date. This sort of inactiveness is not acceptable.
3. Taking the above into consideration, the complainant fails to comply the direction given by the Forum regarding deposit of meter testing fees so that his grievances will be redressed. The Forum has taken this as a **SERIOUS NOTE** for such non-compliance of direction of Forum at the end of the complainant.
4. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 30,536.52p 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 complainant has failed to comply the direction of the Forum during the hearing dated 17th Dec. 2025. Hence, the complaint of complainant is hereby rejected. The complainant is liable to pay the arrear outstanding without any further delay.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Satya Narayan Padhee, At/Po-Bakti, Via-Salebhata, Dist-Bolangir-767021.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."