



## 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))

Memo No.GRF/BGR/Order/ 299<sup>5</sup>

Dated, the 27/04/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/76/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Parikshita Satapathy, For President, PNP, Piteipali-III, At/Po-Piteipali, Dist-Sonepur		915001060772	9692641170
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	21.02.2026			
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	21.02.2026	19.03.2026	09.04.2026	
9	Date of Order	27.04.2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

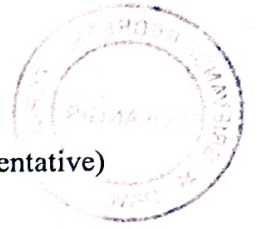
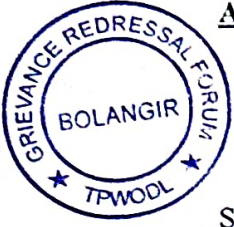
MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant -Sri Parikshita Satapathy  
For the Respondent -Sri Satya Priya Mahala, JSK-II (Auth. Representative)



**Complaint Case No. BGR/76/2026**

Sri Parikshita Satapathy,  
For President, PNP, Piteipali-III,  
At/Po-Piteipali, Dist-Sonepur  
Con. No. 915001060772

**COMPLAINANT**

**-Versus-**

Executive Engineer,  
Sonepur Electrical Division,  
TPWODL, Sonepur

**OPPOSITE PARTY**

**ORDER**  
**(Dt.27.04.2026)**

The consumer was appealed before the Forum vide his application dated 21<sup>st</sup> Feb. 2026 at Binka Camp Court which has registered on Case no. 76 of 2026. He was disputed about the average & provisional bill from the date of power supply to Sep-2022. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 19<sup>th</sup> Mar. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

**HISTORY OF THE CASE**

The Complaint petition has filed by representative of the consumer Shri Parikhita Satpathy who is a LT-Irr. consumer availing a CD of 12 KW. He was disputed about the average & provisional bill from the date of power supply to Sep-2022. 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 : 19.03.2026**

**Appeared:**

For the Complainant -Sri Parikshita Satapathy  
For the Respondent -Sri Satya Priya Mahala, JSK-II (Auth. Representative)

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Binka Section of Binka Sub-division. The consumer represented that he was served with average & provisional bills from the date of power supply to Sep-2022 due to no meter in his premises. For that, the total outstanding has been accumulated to ₹ 42,138.43p upto Mar.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

  
MEMBER (Fin.)

  
PRESIDENT

### SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger only. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Jul-2011. The billing dispute raised by the complainant for the average & provisional billing from the date of power supply to Sep.-2022 is a genuine dispute. The authorized representative was requested before the Forum to adjourn the date of hearing to some other date so that they will submit some additional documents.

Accordingly, next hearing date was fixed on 09<sup>th</sup> Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

### PROCEEDING OF HEARING DATED : 09.04.2026

#### Appeared:

For the Complainant – ABSENT  
For the Respondent – ABSENT

### SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with a bill revision proposal for the period Jun-2018 to Jan.-2020 with a withdrawal amount of ₹ 42,138/-. 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-Irr. consumer with a CD of 2 KW. The consumer has availed power supply since 07<sup>th</sup> Jul. 2011 and total outstanding upto Mar.-2026 is ₹ 42,138.43p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from the date of power supply and continue with same status till 21<sup>st</sup> Oct. 2022 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.

The OP admitted the complaint about average & provisional billing and submitted that a new meter with sl. no. 10013994 has been installed 22<sup>nd</sup> Oct. 2022, thereafter actual billing has been done. Due to billing with unmetered status and provisional bills till 22<sup>nd</sup> Oct. 2022, the consumer was served with average bills from the date of supply to 22<sup>nd</sup> Oct. 2022 resulting accumulation of arrear outstanding. The defective billing period needs bill revision as per consumption of new meter as per CI-155 & 157 of OERC Regulation (Conditions of Supply) Code 2019 restricted to a period of preceding two year from the date of meter installation.

2. In the instant case, it is surprised that the OP has allowed the consumer to continue with without meter status for more than fourteen years 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. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

MEMBER (Fin.)

PRESIDENT



22/04/26



3. The Forum analysed the revision proposal and observed that the proposed revision is not in line with OERC Regulation. Hence, the Forum decided to deal the matter in line with OERC Regulation.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 42,138.43p upto Mar.-2026.

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 bills raised to the consumer from Nov.-2020 to Oct.-2022 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (22.10.2022) & FMR : 11951 (Apr-2023) under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

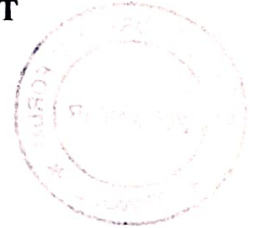
Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.

  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to :-

1. Sri Parikshita Satapathy, At/Po-Piteipali, 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](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."**