



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/ 133

Dated, the 12/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

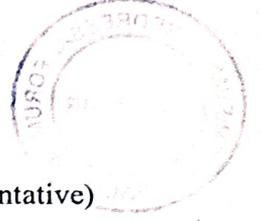
- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/90/2026		
2	Complainant/s	Name & Address Sri Susanta Kumar Satpathy, At/Po-Kumarkeli, Via-B.M.Pur, Dist-Sonepur	Consumer No 915202113602	Contact No. 9668526062
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	07.03.2026		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	07.03.2026		
9	Date of Order	12.03.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at B.M.Pur



Appeared:

For the Complainant -Sri Susanta Kumar Satpathy
For the Respondent -Sri Bijay Kumar Sahu, ESO, B.M.Pur (Representative)



Complaint Case No. BGR/90/2026

Sri Susanta Kumar Satpathy,
At/Po-Kumarkeli, Via-B.M.Pur,
Dist-Sonepur
Con. No. 915202113602

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

OPPOSITE PARTY

ORDER
(Dt.12.03.2026)

During camp court hearing at B M Pur Sub-division office on 07th Mar. 2026, the consumer Shri Susanta Kumar Satpathy was appeared before the Forum & Shri Bijay Kumar Sahu, ESO-B M Pur was appeared before the Forum on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Susanta Kumar Satpathy who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the inflated and erroneous bills raised from the date of power supply to Feb.-2023. Also, the complainant represented that an additional bill of ₹ 4,414.18p has been debited in the bill of Jan.-2026 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 07.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The complainant represented that he has served with erroneous & inflated bills since the date of power supply to Feb.-2023. Also, the complainant represented that an additional bill of ₹ 4,414.18p has been debited in the bill of Jan.-2026 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2018. The billing dispute raised by the complainant for the inflated and erroneous billing from the date of power supply to Feb.-2023 is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision.

MEMBER (Fin.)

12/03/26

PRESIDENT

Regarding to the billing dispute raised by the complainant for the additional bill of ₹ 4,414.18p has been raised in Jan.-2026 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised due to average billing made from Nov-2023 to Feb.-2024 due to meter defective. On 11th Mar. 2024, the defective meter has been replaced with a new meter having meter no. TWB634127. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 4,414.18p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 29th Nov. 2018 under DOM category and total outstanding upto Feb.-2026 is ₹ 26,348.06p. 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 from the date of power supply to Feb.-2023 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 1,587.28p is to be withdrawn from the arrear outstanding.

2. As represented by the consumer, an additional bill of ₹ 4,414.18p has been added in the bill of Jan.-2026 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Nov.-2023 and continue with same status till Feb.-2024. The OP has replaced the defective meter with a new meter on 11th Mar. 2024 with meter no. TWB634127 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 ₹ 4,414.18p was due to delay replacement of meter by the OP. The OP has taken initiative step and replaced the defective meter within four months of meter defective. The OP is advised 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. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 1,111.01p is to be debited and ₹ 4,414.18p which was debited in the bill of Jan.-2026 is to be withdrawn from the arrear outstanding.


MEMBER (Fin.)
21/02/26


PRESIDENT

3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 26,348.06p upto Feb.-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 OP has agreed with the suppressed meter reading billing dispute for the billing period of Nov.-2018 to Feb-2023 and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 1,587.28p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
2. The OP has initiated the re-assessment of upward assessed amount done in Jan.-2026 and the petitioner has convinced with the proposal. Accordingly, the re-assessed amount of ₹ 1,111.01p is to be debited and the upward assessment of ₹ 4,414.18p which was debited in the bill of Jan.-2026 is to be withdrawn. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Susanta Kumar Satpathy, At/Po-Kumarkeli, Via-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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."