



## 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/ 315

Dated, the 20/01/2026

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/08/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Dhabaleswar Meher, At-Mundodarha, Po-Khalipathar, Via-Belpada, Dist-Bolangir		912313041848	9861846598																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	09.01.2026																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td>15. Others (Specify) –</td><td></td><td></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	09.01.2026																											
9	Date of Order	20.01.2026																											
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 Belpada

**Appeared:**

For the Complainant - Sri Dhabaleswar Meher  
For the Respondent - Sri Smarak Panigrahi, Accountant (Representative)

**Complaint Case No. BGR/08/2026**

Sri Dhabaleswar Meher,  
At-Mundodarha, Po-Khalipathar,  
Via-Belpada, Dist-Bolangir  
Con. No. 912313041848

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.20.01.2026)**

During Camp Court hearing at Belpada Section Office on 09<sup>th</sup> Jan. 2026, the consumer Shri Dhabaleswar Meher was present & Shri Smarak Panigrahi, Accountant, Patnagarh Sub-division was present on behalf of opposite party.

**HISTORY OF THE CASE**

The Complaint petition has filed by the consumer Shri Dhabaleswar Meher who is a LT-Dom. consumer availing a CD of 0.5 KW. The complainant represented that an additional bill of ₹ 25,595.35p has been debited in the bill of May-2025 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 : 09.01.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The complainant represented that an additional bill of ₹ 25,595.35p has been debited in the bill of May-2025 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.-2016. The billing dispute raised by the complainant for the additional bill of ₹ 25,595.35p has been raised in May-2025 bill is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to be paid by the consumer. The reason of additional bill raised due to average billing made from Aug-2021 to May-2024 due to meter defective. On 31<sup>st</sup> Jan. 2024, the defective meter has been replaced

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MEMBER (Fin.)  
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PRESIDENT





with a new meter having meter no. TWB127226. After meter replacement, the monthly bills have been generated on actual basis. But due to meter protocol delay in database updation, the same has been reflected in Jun-2024 billing with CMR : 1483. For that, a bill revision has been done for delay meter updation and debited with ₹ 5,580.14p in the bill of Jan.-2024. The additional bill of ₹ 25,595.35p has been raised being based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted for a period of preceding two year.

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 0.5 KW. The consumer has availed power supply since 03<sup>rd</sup> Nov. 2016 and total outstanding upto Nov-2025 is ₹ 31,847.37p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 25,595.35p has been added in the bill of May-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Aug.-2021 and continued with same status till May-2024. The OP has replaced the defective meter with a new meter on 31<sup>st</sup> Jan. 2024 having meter no. TWB127226 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. Though, as per database, the meter has been installed on 31<sup>st</sup> Jan. 2024 but it has been verified with billing database and found that due to delay in database updation, it has been reflected in the bill of Jun-2024 with CMR : 1483. For that, a delay meter updation bill revision has been done in Mar-2023 and debited with ₹ 5,580.14p. The dispute has raised for imposition of additional bill of ₹ 25,595.35p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two years of meter defective which violates Cl-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. In the instant case, the OP has exercised Cl-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 ₹ 17,092.08p is to be debited and ₹ 25,595.35p which was debited in the bill of May-2025 is to be withdrawn from the arrear outstanding.

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 OP has initiated the re-assessment of upward assessed amount and the petitioner was convinced with the proposal. Accordingly, the re-assessed amount of ₹ 17,092.08p is to be debited and the upward assessment of ₹ 25,595.35p which was debited in the bill of May-2025 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.


  
CO-OPTED MEMBER


  
MEMBER (Fin.)


  
PRESIDENT



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 Dhabaleswar Meher, At-Mundodarha, Po-Khalipathar, Via-Belpada, Dist-Bolangir-767026.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."