

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/ 32⁵

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/10/2026																											
2	Complainant/s	Name & Address Sri Abhi Thanapati, For Sri Kalanidhi Thanapati, At-Kharbahali, Po-Salandi, Via-Belpada, Dist-Bolangir		Consumer No 912313060288	Contact No. 9937822408																								
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 & 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) 155, 157</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) 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																		
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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 Kanut

Appeared:

For the Complainant - Sri Abhi Thanapati
For the Respondent - Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/10/2026

Sri Abhi Thanapati,
For Sri Kalanidhi Thanapati,
At-Kharbahali, Po-Salandi,
Via-Belpada, Dist-Bolangir
Con. No. 912313060288

- **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 09th Jan. 2026, the representative of the consumer Shri Abhi Thanapati was present & Shri Smarak Panigrahi, Accountant, Patnagarh Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition was filed by the representative of the consumer Shri Abhi Thanapati who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bill raised from Jan.-2014 to Mar-2024. 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 : 09.01.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The consumer represented that he was served with average bills from Jan.-2014 to Mar-2014 due to meter defective. For that, the total outstanding has been accumulated to ₹ 55,346.26p upto Dec.-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-Dom. consumer availing power supply since May-2003. The billing dispute raised by the complainant for the average billing from Jan.-2014 to Mar-204 was due to meter defective for that period. A new meter with sl. no. WLT203235 has been installed on 21st Oct.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT



2021, thereafter actual billing has been done. But due to meter protocol delay in database updation, the same has been reflected in Apr-2024 billing. For that, a bill revision has been done for delay meter updation and credited with ₹ 19,419.13p in the bill of Feb.-2024 for the period Sep.-2021 to Jan.-2024. As the billing period prior to Sep.-2021 has not yet been revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

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 has availed power supply since 26th May 2003 and total outstanding upto Dec.-2025 is ₹ 55,346.26p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to meter defective, he has been served with average bills from Jan.-2014 to Mar-2024 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. WLT203235 on 21st Oct. 2021, thereafter actual billing has been done. Though, as per database, the meter has been installed on 21st Oct. 2021, 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 Apr-2024. For that, a delay meter updation bill revision has been done in Feb-2024 and credited with ₹ 19,419.13p for the billing period Sep.-2021 to Jan.-2024. Off-late, the OP has replaced the meter after seven years of meter defective 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.

The defective billing period needs bill revision as per consumption of new meter under CI-155 of OERC Regulation (Conditions of Supply) Code 2019 prior to the new meter installation restricted for a period of preceding two year.

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 ₹ 20,810.34p 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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 20,810.34p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

CO-OPTED MEMBER


MEMBER (Fin.)

PRESIDENT



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.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Abhi Thanapati, At-Kharbahali, Po-Salandi, 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 → 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."