

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/ 187⁶⁵

Dated, the 30/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/116/2026		
2	Complainant/s	Name & Address Sri Nityananda Tripathy, At/Po-Sindhekela, Dist-Bolangir	Consumer No 912124010746	Contact No. - -
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	11.03.2026		
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) <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	11.03.2026		
9	Date of Order	30.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)
30/03/26

PRESIDENT
30.03.26

Place of Hearing: Camp Court at Sindhekela



Appeared:

For the Complainant - Sri Nityananda Tripathy
For the Respondent - Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh



Complaint Case No. BGR/116/2026

Sri Nityananda Tripathy,
At/Po-Sindhekela,
Dist-Bolangir
Con. No. 912124010746

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.30.03.2026)

During Camp Court hearing at Sindhekela Section Office on 11th Mar. 2026, the consumer Shri Nityananda Tripathy was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Nityananda Tripathy who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the erroneous bill raised from Jun-2016 to Feb-2017 with defective meter status where the meter was in running condition. He was 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 : 11.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The consumer disputed the average bills raised from Jun-2016 to Feb-2017 with meter defective status where the meter was running. Also, the complainant represented that he was served with average bill from Jun-2017 to Feb-2017 with meter defective status. For that, the total outstanding has been accumulated to ₹ 7,768.94p upto Feb-2026. 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jun-2013. The billing dispute raised by the complainant for the average billing from Jun-2016 to Feb-2017 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Mar-2017 and the consumer was billed with CMR : 1800 but prior to that, the average billing period has not yet revised which needs bill revision. As the above-stated period bill has not revised, it needs bill revision.

MEMBER (Fm.)

PRESIDENT

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 18th Jun. 2013 and total outstanding upto Feb-2026 is ₹ 7,768.94p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to wrong meter defective status, he was served with average bills from Jun-2016 to Feb-2017 with meter no. 307203 which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Jun-2016, the consumer billed on average basis from Jun-2016 to Feb-2017. The meter status has been rectified in Mar-2017 with CMR : 1800. Thereafter actual billing has been done. The defective billing period needs bill revision as per actual consumption of the meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than eight months where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

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 ₹ 3,127.91p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 7,768.94p 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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 3,127.91p. 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 Nityananda Tripathy, At/Po-Sindhekela, Dist-Bolangir-767035.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."