

## 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/ 189<sup>51</sup>

Dated, the 30/03/2026

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

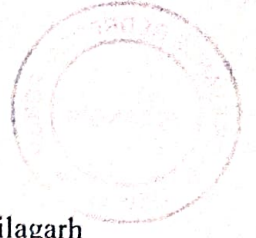
- President  
- Member (Finance)

|    |  |   |  |   |             |
|----|--|---|--|---|-------------|
| 1  | Case No.                                     | Complaint Case No. BGR/124/2026   |  |   |             |
| 2  | Complainant/s                                | Name & Address  |  | Consumer No   | Contact No. |
|    |  | Sri Nityananda Hota,<br>For Sri Dilip Kumar Mahapatra,<br>At/Po-Titilagarh, Jagannathpada,<br>Dist-Bolangir |  | 912121170966  | 9090255114  |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Titilagarh  |  | Division<br>Titilagarh Electrical Division,<br>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.)

PRESIDENT

Place of Hearing: Camp Court at Titilagarh



**Appeared:**

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

**Complaint Case No. BGR/124/2026**

Sri Nityananda Hota,  
For Sri Dilip Kumar Mahapatra,  
At/Po-Titilagarh, Jagannathpada,  
Dist-Bolangir  
Con. No. 912121170966

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.30.03.2026)**

During Camp Court hearing at Titilagarh Division Office on 11<sup>th</sup> Mar. 2026, the representative of the consumer Shri Nityananda Hota was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition has filed by the representative of the consumer Shri Nityananda Hota who is a LT-GPS. consumer availing a CD of 1 KW. He was disputed about the provisional & average bill raised from the date of power supply to Oct-2023. 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 ESO-I section of Titilagarh Sub-division. The consumer represented that he was served with provisional & average bills from the date of power supply to Oct-2023 due to meter defective. For that, the total outstanding has been accumulated to ₹ 41,862.52p upto Jan.-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 record. On defence, he intimated that the consumer is a LT-GPS. consumer availing power supply since Apr-2021. The billing dispute raised by the complainant for the provisional & average billing from the date of power supply to Oct-2023 was due to meter defective for that period. A new meter with sl. no. 300090027 has been

  
MEMBER (Fin.)

  
PRESIDENT

installed on 26<sup>th</sup> Jul. 2023, thereafter actual billing has been done. As the above-stated period bill has not yet 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-GPS. consumer with a CD of 1 KW. The consumer has availed power supply since 21<sup>st</sup> Apr. 2021 and total outstanding upto Jan.-2026 is ₹ 41,862.52p. 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 the date of power supply to Oct-2023 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. 300090027 on 26<sup>th</sup> Jul. 2023, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

The Forum analysed the billing ledger and observed that,

1. As complained by the complainant and admitted by OP, the consumer was billed with defective meter status from the date of power supply to Oct-2023. But, in the meantime, the consumer was detected with unauthorised use of electricity on 31<sup>st</sup> Oct. 2022 with VCR no. 744131102202. The matter has been settled with final assessment of ₹ 8,534/- and the consumer has paid the final assessed amount on 01<sup>st</sup> Nov. 2022.

Hence, the Forum feels that prior to the assessment period of inspection cannot be considered as the consumer was detected with theft of electricity.

2. As OP submitted by OP with relevant record that, the energy meter has been replaced against the defective meter on 26<sup>th</sup> Jul. 2023 with meter no. 300090027 but due to delay in meter data updation, the meter no. has been reflected in the bill of Oct-2023 for which a delay meter updation revision is required.

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 ₹ 1,926.08p is to be withdrawn from the arrear outstanding.

3. As represented by the consumer, due to meter defective, he was served with average bills from Apr-2021 to Oct-2023 which needs bill revision.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two 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



During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines and theft assessment period. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 330.72p is to be withdrawn from the arrear outstanding.

4. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 41,862.52p upto Jan.-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 has agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 2,256.80p (₹ 1,926.08 + ₹ 330.72). 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 Hota, At/Po-Titilagarh, Jagannathpada, Dist-Bolangir-767033.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**