



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)

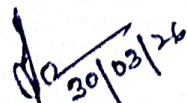
Memo No.GRF/BGR/Order/ 190^E

Dated, the 30/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/125/2026		
2	Complainant/s	Name & Address Sri Sanjaya Kumar Padhi, At/Po-Titilagarh, High School Pada, Dist-Bolangir	Consumer No 912121161109	Contact No. 9937682624
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) 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 Titilagarh

Appeared:

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

Complaint Case No. BGR/125/2026

Sri Sanjaya Kumar Padhi,
At/Po-Titilagarh, High School Pada,
Dist-Bolangir
Con. No. 912121161109

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 11th Mar. 2026, the consumer Shri Sanjay Kumar Padhi 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 Sanjay Kumar Padhi who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the additional bill of ₹ 28,516.16p raised in the bill of Nov.-2024 and accumulation of arrear thereon. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

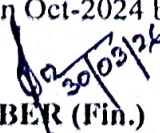
PROCEEDING OF HEARING DATED : 11.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 28,516.16p has been debited in the bill of Nov-2024 and addition of inflated bill 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Feb-2019. The billing dispute raised by the complainant for the additional bill of ₹ 28,516.16p has been raised in Nov-2024 bill in obedience to Cl-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from Nov-2022 to Sep.-2024. A new meter with sl. no. TW02045197 has been installed on 07th Apr. 2023, thereafter actual billing has been done. But due to meter protocol delay in database updation, the same has been reflected in Oct-2024 billing with CMR : 6656. For that, a bill revision has been done for


MEMBER (Fin.)


PRESIDENT

delay meter updation and debited with ₹ 28,516.16p in the bill of Nov.-2024. As the billing has been done on actual meter reading basis, there is no scope of bill revision.

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 26th Feb. 2019 and total outstanding upto Feb.-2026 is ₹ 39,155.42p. As complained by the complainant and submission of OP, it is observed by the Forum that,

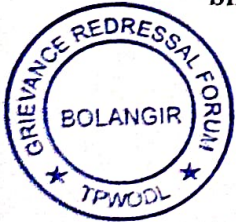
As represented by the consumer, due to meter defective, he has been served with average bills from Nov.-2022 to Sep-2024 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TW02045197 on 07th Apr. 2023, thereafter actual billing has been done. The billing data has been verified and found that due to delay in database updation, it has been reflected in the bill of Oct-2024 with CMR : 6656. For that, a delay meter updation bill revision has been done in Nov-2024 with actual meter reading and debited with ₹ 28,516.16p in Nov-2024 billing month. Off-late, the OP has updated the meter replacement data in the billing database i.e. after one year & ten months 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 updation of new meter installation data, average billing was done which could have been avoided if the OP was performed his responsibility in proper manner.


The complainant has not paid the monthly bill regularly for which the arrear outstanding has been accumulated to ₹ 39,155.42p 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 additional bill of ₹ 28,516.16p has been raised in the bill of Nov-2024 by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Besides that, there is no error in the monthly bill. Hence, the complaint of the complainant is hereby rejected.



Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to :-

1. Sri Sanjaya Kumar Padhi, At/Po-Titilagarh, High School Pada, 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."