



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/ 196^{CS}

Dated, the 30/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/136/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Bikas Das, At-Khairbhadi, Po-Duspur, Dist-Bolangir	911225170654	9937521797
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	13.03.2026		
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	13.03.2026		
9	Date of Order	30.03.2026		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Place of Hearing: Camp Court at Kashabahal



Appeared:

For the Complainant -Sri Bikas Das

For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/136/2026

Sri Bikas Das,
At-Khairbhadi, Po-Duspur,
Dist-Bolangir
Con. No. 911225170654

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY

ORDER

(Dt.30.03.2026)

During Camp Court hearing at Kasabahal PSS on 13th Mar. 2026, the consumer Shri Bikas Das was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bikas Das who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the average billing raised from the date of power supply to Nov-2019. 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 : 13.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC Section of Balangir-II Sub-division. The complainant represented that he has served with average bills from the date of power supply to till date where the meter is in running condition. For that average bills, the total outstanding has been accumulated to ₹ 15,296.85p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2018. The billing dispute raised by the complainant for the average billing from the date of power supply to Nov-2018 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Dec-2019 and the consumer was billed with CMR : 13 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.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

MEMBER (Fin.)

PRESIDENT

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 29th Nov. 2018 under DOM category and total outstanding upto Feb.-2026 is ₹ 15,296.85p. 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 the date of power supply to Nov-2019 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 the initial date of power supply, the consumer was billed on average basis from the date of power supply to Nov-2019. The meter status has been rectified in Dec-2019 with CMR : 13. 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 one year where the meter was running with OK status in the field but billing has been done with average basis for which the consumer has 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 ₹ 6,614.16p 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 ₹ 15,296.85p 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 ₹ 6,614.16p. 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 Bikas Das, At-Khairbhadi, Po-Duspur, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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:Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."