



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/ 216⁽⁵⁾

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/148/2026		
2	Complainant/s	Name & Address Sri Lachhman Sahu, At-Jhinkidunguri, Po-Goimund, Via-Muribahal, Dist-Bolangir	Consumer No 912213044087	Contact No. 7828742818
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	18.03.2026		
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) 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		
8	Date(s) of Hearing	18.03.2026		
9	Date of Order	31.03.2026		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		Others

MEMBER (Fin.)

PRESIDENT



Place of Hearing: Camp Court at Kantabanji

Appeared:

For the Complainant -Sri Lachhman Sahu
For the Respondent -Sri Sanjaya Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/148/2026

Sri Lachhman Sahu,
At-Jhinkidunguri, Po-Goimund,
Via-Muribahal, Dist-Bolangir
Con. No. 912213044087

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.31.03.2026)

During Camp Court hearing at Kantabanji Sub-division Office on 18th Mar. 2026, the consumer Shri Lachhman Sahu was present & Shri Sanjay Tirkey, SDO-Kantabanji Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he has been served with a inflated bill in Feb-2025 with 11486 units for a period of 84 months which needs to be waived. For that disputed bill, the arrear has been accumulated to ₹ 44,391.83p upto Feb.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The complainant represented that he has been served with an inflated bill of 11486 units amounting ₹ 50,826.67p in Feb-2025 which needs to be waived. For that, the arrear has been accumulated. The complainant raised dispute against the said period and requested before the Forum for suitable revision of 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 Aug-2018. The billing dispute raised by the complainant for the inflated billing done in Feb-2025 with 11486 units is a genuine

MEMBER (Fin.)

PRESIDENT

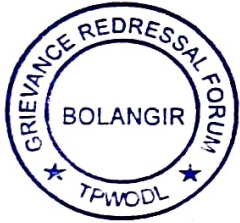
dispute. Actually, the consumer has availed power supply in Aug-2018 but due to some unwanted delay, the first bill has been generated in Feb.-2025 i.e. after 79 months. The first bill has been generated in Feb-2025 with average basis. A new meter has been installed on 21st Jul. 2025 with meter no. TWST15079004, thereafter actual billing has been done.

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 30th Aug. 2018 and total outstanding upto Feb.-2026 is ₹ 44,391.83p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that inflated billing has been done in Feb-2025 with 11486 units which needs bill revision.



The OP admitted the complaint and submitted that though the consumer has availed power supply on 30th Aug. 2018 but due to oversightness, the energy bill was not generated during that time. During field verification in Feb-2025, this things came to the knowledge of the inspecting team and the first bill has been generated on Feb.-2025 with 11486 units on average basis as there was no meter in the consumer premises. The first bill has been generated considering date of power supply as 30th Aug. 2018 with the benefit of slab units.

Also, the OP submitted that a new meter has been installed with meter no. TWST15079004 on 21st Jul. 2025, 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.

2. The Forum analysed the billing ledger and observed that though the consumer has availed power supply on 30th Aug. 2018, it is the responsibility of licensee to serve bill within due time to make payment by the consumer in line with Reg.-109 of OERC Dist. (Conditions of Supply) Code 2019. But in above case, the licensee failed to discharge his duties and generate the 1st bill after six years of availing power supply by the consumer which also attracts CI-152 (ii) of OERC Dist. (Conditions of Supply) Code 2019.

Abstract of 152 (ii) of OERC (Conditions of Supply) Code 2019 is abstracted here,
"The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act."

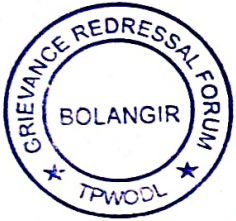
3. The consumer has availed power supply without meter from the date of supply to 21st Jul. 2025 which violates CI-97 (ii) of OERC Dist. (Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a serious note and warned the OP not to repeat such things in future.

MEMBER (Fin.)

PRESIDENT

Hence, the matter is to be dealt as per OERC Regulation to redress the consumer grievances.

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.



1. The OP should raise the energy bill from Feb.-2023 to Jan.-2025 as per average consumption of new meter considering IMR : 0 (21.07.2025) and FMR : 525 (Jan-2026). Prior to Feb.-2023, the OP cannot raise any bill as per CI-152 (ii) of OERC Distribution (Conditions of Supply) Code 2019.
2. The energy bill of Feb.-2025 to 20th Jul. 2025 is to be revised considering the average consumption of new meter with IMR : 0 (21.07.2025) and FMR : 525 (Jan-2026).
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

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 Lachhman Sahu, At-Jhinkidunguri, Po-Golmund, Via-Muribahal, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."