



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/ 174^(S)

Dated, the 24/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/15/2026		
2	Complainant/s	Name & Address Sri Rabindra Meher, For Sri Krishna Meher, At-Siletkani, Po-Badbandh, Via-Deogaon, Dist-Bolangir	Consumer No 911524050121	Contact No. 6370945131
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	15.01.2026		
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	15.01.2026	05.02.2026	12.03.2026
9	Date of Order	24.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

24/03/26
MEMBER (Fin.)

24/03/26
PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant - **ABSENT**
For the Respondent - Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/15/2026

Sri Rabindra Meher,
For Sri Krishna Meher,
At-Siletkani, Po-Badbandh,
Via-Deogaon, Dist-Bolangir
Con. No. 911524050121

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.24.03.2026)

The consumer appealed before the Camp court at Jarasingha on dated 15th Jan. 2026 which was registered on Case no. 15 of 2026. The complainant has disputed about the arrear outstanding and requested for bill revision. The complainant needs suitable bill revision for the said period.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Rabindra Meher who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about arrear outstanding and requested for bill revision. 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.

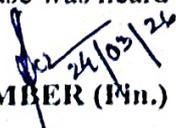
PROCEEDING OF HEARING DATED : 15.01.2026

The case was adjourned and the next date of hearing was scheduled on 05th Feb. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

Due to absence of Corum of the Forum, the case which was listed for hearing on 05th Feb. 2026 was adjourned and intimated to both the parties vide letter no. 83, dated 04th Feb. 2026.

The said case was listed for hearing on 12th Mar. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

The case was heard in detail.


MEMBER (Mn.)


PRESIDENT

PROCEEDING OF HEARING DATED : 12.03.2026

Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Narottam Maharana, S.D.O (Elect.), Tusura

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant was not present on the date of hearing.

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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated and erroneous billing is not based on facts. The monthly consumption of the consumer was very high which has been recorded on meter reading basis. The OP has revised a suppressed meter reading case which was detected on Nov-2011 with 13760 units. The bill has been revised on Jul-2018 with a withdrawal amount of ₹ 62,399.75p. Apart from that, there is no error in the billing.

Considering the above, the OP requested before the Forum to drop the case as the matter has already been settled and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Dec.-2025 is ₹ 4,79,678.08p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing and requested for bill revision.
2. The OP admitted the fact and represented that the consumer was billed with 13760 units in Nov-2011 due to suppressed meter reading which is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. The said disputed bill has been revised in Jul-2018 with a withdrawal amount of ₹ 62,399.75p. Apart from that, there is no error in the energy bill.
3. The Forum analysed the documents submitted by both the parties. As admitted by OP, there is an error in the monthly bill which was revised in Jul-2018 with a withdrawal amount of ₹ 62,399.75p.
4. From the billing ledger, it is seen that, there is average billing from Aug-Sep/2014 to Oct-Nov/2017. A new meter has been installed during Dec-2017 against the defective meter, 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 restricted to preceding two year of meter replacement.
5. The OP submitted that there is a bill revision done in Mar.-2021 with an withdrawal amount of ₹ 60,255.10p. The Forum asked the OP regarding the revision details i.e. period of revision, reason of revision etc. But the OP could not able to clarify the said revision. On the other hand, it is seen that though revision of ₹ 60,255.10p has been shown in FG billing data but it has not reflected / adjusted against the arrear outstanding for which the arrear outstanding remains unchanged. The OP is advised to examine the bill revision and take necessary step to reflect the revision.



MEMBER (Fin.)

PRESIDENT

6. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 4,79,678.08p upto Dec.-2025.

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 energy bills raised to the consumer from Dec-15/Jan-16 to Oct-Nov/2017 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 631 (Feb-Mar/2018) & FMR : 4501 (Jun-Jul/2018) under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.
4. The OP is advised to examine the bill revision done in Mar.-2021 and must take necessary action to reflect in the billing.

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 Rabindra Meher, At-Siletkani, Po-Badbandh, Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."