



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: [grfvesco.bgr@rediffmail.com](mailto:grfvesco.bgr@rediffmail.com) / [Grf.bolangir@tpwesternodisha.com](mailto: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/ 217<sup>E</sup>

Dated, the 31/03/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

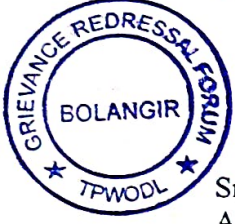
- President  
- Member (Finance)

|    |  |   |   |             |
|----|--|---|---|-------------|
| 1  | Case No.                                     | Complaint Case No. BGR/152/2026   |   |             |
| 2  | Complainant/s                                | Name & Address  | Consumer No   | Contact No. |
|    |  | Sri Madan Bagarty,<br>At-Kachharbhadi, Po-Ichhapada,<br>Dist-Bolangir               | 912213092152  | 8260383989  |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Kantabanji  | Division<br>Titilagarh Electrical Division,<br>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  |
|    |  |   |   | Others      |
| 11 | Details of Compensation awarded, if any.     | Nil   |   |             |

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kantabanji



**Appeared:**

**For the Complainant** –Sri Madan Bagarty  
**For the Respondent** –Sri Sanjaya Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/152/2026**

Sri Madan Bagarty,  
At-Kachharbhadi, Po-Ichhapada,  
Dist-Bolangir  
Con. No. 912213092152

**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 18<sup>th</sup> Mar. 2026, the consumer Shri Madan Bagarti was present & Shri Sanjay Tirkey, SDO-Kantabanji Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Madan Bagarti who is a LT-Dom. consumer availing a CD of 0.4 KW. The complainant represented that an additional bill of ₹ 5,679.38p has been debited in the bill of May-2025 illegally which needs to be withdrawn and requested before the Forum for revision of 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 an additional bill of ₹ 5,679.38p has been debited in the bill of May-2025 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jul-2019. The billing dispute raised by the complainant for the additional bill of ₹ 5,679.38p has been raised in May-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised due to average billing made from Feb-2023 to Aug.-2024 due to meter defective. On 12<sup>th</sup> Sep. 2024, the defective meter has been replaced with a new meter having meter no. TWB668524. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 5,679.38p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.

**MEMBER (Fin.)**

*31/03/26*

**PRESIDENT**

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 0.4 KW. The consumer has availed power supply since 29<sup>th</sup> Jul. 2019 and total outstanding upto Feb.-2026 is ₹ 7,811.61p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 5,679.38p has been added in the bill of May-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Feb.-2023 and continue with same status till 12<sup>th</sup> Sep. 2024. The OP has replaced the defective meter with a new meter on 12<sup>th</sup> Sep. 2024 with meter no. TWB668524 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 5,679.38p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one year & six months of meter defective which violates Cl-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. In the instant case, the OP has exercised Cl-155 of OERC Dist. (Conditions of Supply) Code 2019.

During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 4,264.92p is to be debited and ₹ 5,679.38p which was debited in the bill of May-2025 is to be withdrawn from the arrear outstanding.

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 initiated the re-assessment of upward assessed amount and the petitioner has convinced with the proposal. Accordingly, the re-assessed amount of ₹ 4,264.92p is to be debited and the upward assessment of ₹ 5,679.38p which was debited in the bill of May-2025 is to be withdrawn. 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*  
P.K.SAHOO  
MEMBER (Fin.)

*S.K. NANDA*  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Madan Bagarty, At-Kachharbhadi, Po-Ichhapada, Dist-Bolangir-767037.
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 : tpwwesternodisha.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."**