



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 302^G

Dated, the 27/04/2026

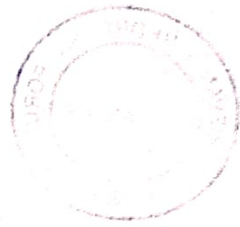
Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/155/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Santosh Agrawal, For Sri Gobindram Agrawal, At/Po-Kantabanji, Road No. 02, Dist-Bolangir		912211060002	9937643469
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	<input checked="" type="checkbox"/>	
		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	18.04.2026			
9	Date of Order	27.04.2026			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	Others
11	Details of Compensation awarded, if any.	Nil			


MEMBER (Fin.)


PRESIDENT



Place of Hearing: Camp Court at Kantabanji

Appeared:

For the Complainant - Sri Santosh Agrawal
For the Respondent - Sri Sanjay Tirkey, S.D.O (El.), Kantabanji

Complaint Case No. BGR/155/2026

Sri Santosh Agrawal,
For Sri Gobindram Agrawal,
At/Po-Kantabanji, Road No. 02,
Dist-Bolangir
Con. No. 912211060002

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.27.04.2026)

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

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Santosh Agarwal who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the additional bill of ₹ 34,356.96p raised in the bill of Nov-2022 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 : 18.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that an additional bill of ₹ 34,356.96p has been debited in the bill of Nov.-2022 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 prior to Apr-1999. The billing dispute raised by the complainant for the additional bill of ₹ 34,356.96p has been raised in Nov.-2022 bill


MEMBER (Fin.)


PRESIDENT

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 for the average billing made from Feb.-2019 to Dec-2020. On 15th Jan. 2021, the defective meter has been replaced with a new meter having meter no. LW431225. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 34,356.96p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period restricted to preceding two year prior to meter replacement. The accumulation of arrear is due to non-payment of consumer from time to time.

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

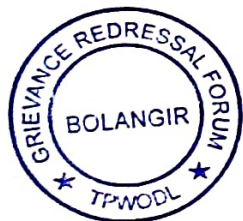
The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Feb.-2026 is ₹ 37,866.18p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 34,356.96p has been added in the bill of Nov.-2022 which needs to be withdrawn.
2. The OP admitted the fact and submitted with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Feb-2019 and continued with same status till Dec-2020. The OP has replaced the defective meter with a new meter on 15th Jan. 2021 with meter no. LW431225 and has 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 ₹ 34,356.96p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after twenty-two years of meter defective, 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 CI-155 of OERC Dist. (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 CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Besides the above, there is no error in the billing and accumulation of arrear is due to non-payment of the consumer from time to time.
3. During the course of hearing, the OP submitted that a bill revision proposal has sent to their higher authority for bill revision which is under process. So, 15 days time may be allowed to get approval of higher authority. Considering this, the Forum allowed time and directed to submit the bill revision proposal within 15 days. But till date, no approval has been received from OP end. Hence, the Forum is of the opinion that to decide the matter as per OERC Regulation.

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.


MEMBER (Fin.)


PRESIDENT




The additional bill of ₹ 34,356.96p has been raised in the bill of Nov.-2022 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 Santosh Agrawal, At/Po-Kantabanji, Road No. 02, Dist-Bolangir-767039.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."