



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.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/ 235

Dated, the 31/03/2026

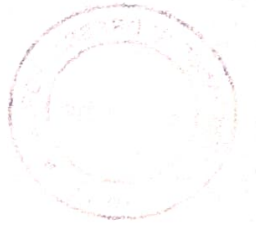
**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/157/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Kunal Nag, For Sri Bijaya Nag, At/Po-Kantabanji, Ashrampada, Dist-Bolangir		912211010693	7681807700
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) <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	18.03.2026			
9	Date of Order	31.03.2026			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	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 Kunal Nag  
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/157/2026**

Sri Kunal Nag,  
For Sri Bijaya Nag,  
At/Po-Kantabanji, Ashrampada,  
Dist-Bolangir  
Con. No. 912211010693

**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 representative of the consumer Shri Kunal Nag was present & Shri Sanjay Tirkey, SDO-Kantabanji Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition has filed by the representative of the consumer Shri Kunal Nag who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the provisional & average bill raised from Mar-2014 to Oct-2022. He was 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 : 18.03.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The consumer represented that he was served with provisional & average bills from Mar-2014 to Oct-2022 due to meter defective. For that, the total outstanding has been accumulated to ₹ 95,737.28p 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.-2012. The billing dispute

**MEMBER (Fin.)**  
21/03/26

**PRESIDENT**

raised by the complainant for the provisional & average billing from Mar-2014 to Oct-2022 was due to meter defective for that period. A new meter with sl. no. WHL030634 has been installed on 30<sup>th</sup> Oct. 2021, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

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 25<sup>th</sup> Nov. 2012 and total outstanding upto Feb.-2026 is ₹ 95,737.28p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to meter defective, he has been served with average bills from Mar-2014 to Oct-2022 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. WHL030634 on 30<sup>th</sup> Oct. 2021, 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.

The Forum analysed the billing ledger and observed that,

1. As complained by the complainant and admitted by OP, the consumer was billed with defective meter status from Mar-2014 to Oct-2022. But, in the meantime, the consumer was detected with unauthorised use of electricity on 13<sup>th</sup> Feb. 2024 with VCR no. 744713022401. The matter has been settled with final assessment of ₹ 19,821/- and the said final assessment is pending for payment.
2. As OP submitted by OP with relevant record that, the consumer was billed with defective meter from Mar-2014 to Oct-2022. The energy meter has been replaced against the defective meter on 30<sup>th</sup> Oct. 2021 with meter no. WHL030634 but due to delay in meter data updation, the meter no. has been reflected in the bill of Nov.-2022 for which a delay meter updation has been done for the period Oct-2021 to Nov-2022 and withdrawn ₹ 10,172.67p in Nov.-2022 bill. Now, bill revision is required prior to Oct-2021 in obedience to CI-155 & 157 of OERC Regulation Code-2019.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two years which violates CI-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. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay 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 ₹ 21,745.14p is to be withdrawn from the arrear outstanding.



MEMBER (Fin.)

PRESIDENT

3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 95,737.28p 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 has agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 21,745.14p. 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.



*[Handwritten signature]*  
P.K.SAHOO  
MEMBER (Fin.)

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S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Kunal Nag, At/Po-Kantabanji, Ashrampada, 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](http://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."**