



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/ 227⁵

Dated, the 21/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/169/2026		
2	Complainant/s	Name & Address Sri Bhagabata Rajahansa, For Sri Baisakhu Rajahansa, At/Po-Samalaichuan, Via-Dunguripali, Dist-Sonepur	Consumer No 915302170145	Contact No. 9777343985
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	24.03.2026		
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	24.03.2026		
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.)

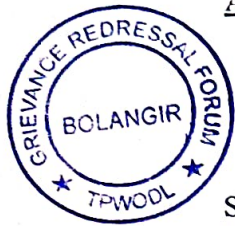
PRESIDENT



Place of Hearing: Camp Court at Cherupali

Appeared:

For the Complainant -Sri Bhagabata Rajahansa
For the Respondent -Sri Uday Sankar Patjoshi, S.D.O (Elect.), Binka



Complaint Case No. BGR/169/2026

Sri Bhagabata Rajahansa,
For Sri Baisakhu Rajahansa,
At/Po-Samalaichuan, Via-Dunguripali,
Dist-Sonepur
Con. No. 915302170145

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.31.03.2026)

During Camp Court hearing at Cherupali Section Office on 24th Mar. 2026, the representative of the consumer Shri Bhagabata Rajhansa was present & Shri Uday Sankar Patjoshi, SDO-Binka was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.14 KW. The complainant represented that he was served with an additional bill of ₹ 23,111.13p in Aug-2023. On enquiry from the office of OP, it came to know that the said bill has been raised for the period Aug-2019 to Jul-2023. For that disputed bill, the arrear outstanding has been accumulated to ₹ 26,197.51p 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 : 24.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The complainant reiterated his dispute as stated above and requested before the Forum for suitable bill revision.

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 May-2012. The billing dispute raised by the complainant for the additional bill of ₹ 23,111.13p is a genuine dispute. The energy

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PRESIDENT

meter installed in the consumer premises was gone defective from Jan-Feb/2015 and continued with the same status till Jul-2023. The OP has replaced the defective meter with a new meter on 31st Jul. 2019 with meter no. LW249614 but due to delay in meter data updation, the meter no. has been reflected in the bill of Jul-2023 (served in Aug.-2023) with CMR : 6407 for which a delay meter updation revision of ₹ 23,111.13p has been calculated and debited in the bill of Jul-2023 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. Such delay of reflection of metering data at the end of OP 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 updation of meter data 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.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 18th May 2012 and total outstanding upto Feb.-2026 is ₹ 26,197.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, inflated billing has been done in Jul-2023 with ₹ 23,111.13p which needs bill revision.

The OP submitted that the energy meter of the consumer was gone defective w.e.f. Jan-Feb/2015 and continue with same defective status till Jul-2023. Though the meter was replaced on Jul-2019 but due to delay in meter updation data, the same has been reflected in Jul-2023 with CMR : 6407. Accordingly, an amount of ₹ ₹ 23,111.13p has been billed on the basis of actual meter reading recorded in the meter for the period 31st Jul. 2019 to Jul-2023. As the energy bill has been raised on meter reading basis, there is no bill revision required.

2. The Forum analysed the submission of both parties along with billing ledger and observed that the consumer was billed with average status from Jan-Feb/2015 to Jul-2023. The OP was replaced the defective meter on 31st Jul. 2019 i.e. after four years of meter defective. Also, it is seen that the OP was reflected the meter change data in billing ledger during Jul-2023 i.e. after four years of meter replacement. It is the responsibility of licensee to replace the defective meter and to serve the monthly bill in due time as prescribed in the OERC Regulation. If the consumer will get a proper bill within due time, he will make payment without any dispute, so that the revenue of the licensee will improve as well as the goodwill of the licensee will be maintained. But in above case, the licensee has failed to discharge his duties. Also, in the instant case, the licensee has raised an additional bill of ₹ 23,111,13p in Jul-2023 bill for the period Aug-2019 to Jul-2023 i.e. from the date of meter replacement (31st Jul. 2019) to Jul-2023. This negligence on the part of licensee 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,


MEMBER (Fin.)


PRESIDENT





"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."

In obedience to above clause, the licensee has no right to raise the bill for more than two years. Hence, the matter is to be considered 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 Aug-2021 to Jul-2023 as per average pro-rated consumption of new meter installed on 31st Jul. 2019 (meter no. LW249614) considering IMR : 0 (31st Jul. 2019) and FMR : 6668 (Aug.-2023). Prior to Aug-2021, the OP cannot raise any bill as per CI-152 (ii) of OERC Distribution (Conditions of Supply) 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.

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 Bhagabata Rajahansa, At/Po-Samalaichuan, Via-Dunguripali, Dist-Sonepur-767023.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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(\$), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."