



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 238⁽⁵⁾

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/170/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Rohini Deep, For Sri Doleswar Deep, At-Phundelpadar, Po-Belpada, Via-Kantabanji, Dist-Bolangir		912001026117	- -
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	25.03.2026			
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	25.03.2026			
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 Turcikela

Appeared:

For the Complainant -Smt. Rohini Deep
For the Respondent -Sri Sanjaya Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/170/2026

Smt. Rohini Deep,
For Sri Doleswar Deep,
At-Phundelpadar, Po-Belpada,
Via-Kantabanji, Dist-Bolangir
Con. No. 912001026117

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.31.03.2026)

During Camp Court hearing at Tureikela PSS on 25th Mar. 2026, the representative of the consumer Smt. Rohini Deep was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Smt. Rohini Deep who is a LT-Irr. consumer availing a CD of 2.5 KW. She was disputed about the provisional & average bill raised from the date of power supply to Jan.-2024. She was filed her 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 : 25.03.2026


SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The consumer represented that she was served with provisional & average bills from the date of power supply to Jan.-2024 due to no meter in his premises. For that, the total outstanding has been accumulated to ₹ 9,454.76p 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-Irr. consumer availing power supply since May-2020. The billing dispute raised by the complainant for the average billing from the date of power supply to Jan.-2024 is a genuine


MEMBER (Fin.)


PRESIDENT



dispute. A new meter with sl. no. TWSC59008347 has been installed on 10th Feb. 2024, thereafter actual billing has been done. As the above-stated period bill has not been revised, it needs bill revision as per CI-155 & 157 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-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 31st May 2020 and total outstanding upto Feb.-2026 is ₹ 9,454.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has availed power supply without meter from the date of supply to Jan.-2024 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.

The OP admitted the complaint and submitted that a new meter with sl. no. TWSC59008347 has been installed on 10th Feb. 2024, 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.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three 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 proactive 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 ₹ 8,564.93p is to be withdrawn from the arrear outstanding.

The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 9,454.76p 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 ₹ 8,564.93p. 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.

MEMBER (Fin.)

21/02/24

PRESIDENT



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.

12/31/03/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Smt. Rohini Deep, C/o-Sri Doleswar Deep, At-Phundelpadar, Po-Belpada, Via-Kantabanji, Dist-Bolangir-767040.
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."