



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)

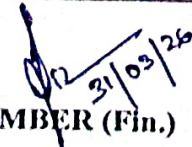
Memo No.GRF/BGR/Order/ 241⁵

Dated, the 31/03/2026

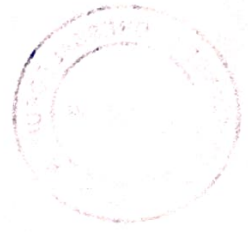
Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/174/2026		
2	Complainant/s	Name & Address Sri Duryodhan Gainta, For Sri Paban Gainta, At-Hial, Po-Kuibahal, Via-Kantabanji, Dist-Bolangir	Consumer No 912212061025	Contact No. 6370914552
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.)

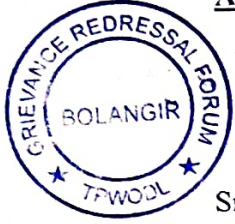

PRESIDENT



Place of Hearing: Camp Court at Tureikela

Appeared:

For the Complainant -Sri Duryodhan Gainta
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji



Complaint Case No. BGR/174/2026

Sri Duryodhan Gainta,
For Sri Paban Gainta,
At-Hial, Po-Kuibahal,
Via-Kantabanji, Dist-Bolangir
Con. No. 912212061025

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 Shri Duryodhan Gainta 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 Shri Duryodhan Gainta who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bill raised from Feb.-2021 to Oct.-2025. He has 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 : 25.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The complainant represented that he has been served with average bills from Feb.-2021 to Oct.-2025 due to meter defective. For that, the total outstanding arrear has been accumulated to ₹ 10,845.55p 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 May-2017. The billing dispute raised by the complainant for the average billing from Feb.-2021-to Oct.-2025 was due to meter

MEMBER (Fin)
21/03/26

PRESIDENT

defective for that period. A new meter with sl. no. TWST15141031 has been installed on 10th Nov. 2025, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision.

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 1 KW. The consumer has availed power supply since 10th May 2017 and total outstanding upto Feb.-2026 is ₹ 10,845.55p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he has been served with average bills from Feb.-2021 to Oct.-2025 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWST15141031 on 10th Nov. 2025 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter in obedience to OERC Regulation.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four 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.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 10,845.55p upto Feb.-2026.
- 3.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 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 energy bills raised to the consumer from Nov.-2023 to Oct.-2025 (restricted to two year) is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (10.11.2025) & FMR of May-2026 under CI-155 & 157 of OERC Distribution 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.


MEMBER (Fin.)

PRESIDENT



Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within three months 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 Duryodhan Gainta, At-Hial, Po-Kuibahal, Via-Kantabanji, Dist-Bolangir-767060.
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."