



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/ 245^{LS}

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/178/2026		
2	Complainant/s	Name & Address Sri Lingaraj Putel, For Sri Pabitra Putel, At-Jerpada, Po-Bhalumunda, Via-Bangomunda, Dist-Bolangir	Consumer No 912212180166	Contact No. 9348886055
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) <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	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		

31/03/26
MEMBER (Fin.)

31/03/26
PRESIDENT

Place of Hearing: Camp Court at Tureikela



Appeared:

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

Complaint Case No. BGR/178/2026

Sri Lingaraj Putel,
For Sri Pabitra Putel,
At-Jerpada, Po-Bhalumunda,
Via-Bangomunda, Dist-Bolangir
Con. No. 912212180166

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 Lingaraj Patel 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 Lingaraj Putel who is LT-Dom. consumer availing a CD of 0.02 KW. He was disputed about the inflated and erroneous billing done in Jun-2023 bill with ₹ 59,093.84. He has submitted 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 reiterated the above dispute and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2010. The billing dispute raised by the complainant about inflated & erroneous billing done in the month of Jul-2023 is not based on facts as all the bills have been raised on meter reading basis. The billing dispute raised by the complainant for the average billing from Jul-2021 to Jun-2023 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Jul-2023 and the consumer was billed with IMR : 100 & CMR : 11913. For that, an additional bill of ₹ 59,093.84 has been added in the bill.

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

MEMBER (E) 25/02/26

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The case is perused with all available documents in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 0.02 KW. The consumer has availed power supply since 11th Nov. 2010 and arrear outstanding upto Feb.-2026 is ₹ 97,053.33p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract, the consumer was billed with 11027 units in Jun-2023 billing month with an additional bill of ₹ 59,093.84p and from the next month, the said meter became defective for which average billing was done till Jan-2024.
The Forum feels that though the additional bill has been raised on actual meter reading basis but the same meter became defective in the subsequent month. Hence, the billing for Jun-2023 though generated on actual basis but it is erroneous as the said meter became defective in the subsequent month.
2. The OP has replaced the defective meter with a new meter having meter no. TWB126232 on 06th Feb. 2024, thereafter actual billing is going on.
3. From the billing database, it is found that a defective period bill revision for the month of Aug-2023 to Oct-2023 has been done with a withdrawal amount of ₹ 7,087.61 in Dec.-2024 which needs to be reversed.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during erroneous billing months & meter defective period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.
5. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 97,053.55p 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.

1. The energy bills raised to the consumer from Feb.-2022 to Jan.-2024 is to be revised as per succeeding months average consumption of new meter by considering IMR : 0 (06.02.2024) & FMR : 2513 (Aug-2024) under CI-155 & 157 of OERC Distribution Code 2019.
2. The bill revision done in the month of Dec.-2024 for the period Aug.-2023 to Oct.-2023 is to be reversed.
3. DPS is to be levied as per OERC Regulation.
4. 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 Lingaraj Putel, At-Jerpada, Po-Bhalumunda, Via-Bangomunda, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."