



## 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/ 250

Dated, the 31/03/2026

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

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/184/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sadhu Ram Mishra, For Sri Tikelal Mishra, At/Po-Sanmula, Via-Bangomunda, Dist-Bolangir		912212180404	9938708709
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)			
		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 Dabri

**Appeared:**

For the Complainant -Sri Sadhu Ram Mishra  
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/184/2026**

Sri Sadhu Ram Mishra,  
For Sri Tikelal Mishra,  
At/Po-Sanmula, Via-Bangomunda,  
Dist-Bolangir  
Con. No. 912212180404

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.31.03.2026)**

During Camp Court hearing at Dabri PSS on 25<sup>th</sup> Mar. 2026, the representative of the consumer Shri Sadhuram Mishra 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 Sadhuram Mishra who is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed about the illegal additional bill of ₹ 3,955.95p raised in the bill of Dec-2025 and requested for withdrawal of the 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 an additional bill of ₹ 3,955.95p has been debited in the bill of Dec.-2025 which needs to be withdrawn and requested before the Forum for revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jan.-2013. The billing dispute raised by the complainant for the additional bill of ₹ 3,955.95p has been raised in Dec.-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from 05<sup>th</sup> Feb. 2023 to 31<sup>st</sup> Jan. 2025. On 31<sup>st</sup> Jan. 2025, the defective meter has been replaced with a new meter having meter no. TWB340280. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 3,955.95p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period.

MEMBER (Fin.)

PRESIDENT

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 01<sup>st</sup> Jan. 2013 and total outstanding upto Feb.-2026 is ₹ 3,956.22p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 3,955.95p has been added in the bill of Dec.-2025 which needs to be withdrawn.
2. The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. 05<sup>th</sup> Feb. 2023 and continued with same status till 31<sup>st</sup> Jan. 2025. The OP has replaced the defective meter with a new meter on 31<sup>st</sup> Jan. 2025 with meter no. TWB340280 and has reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 3,955.95p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the defective meter after one year & eleven months of meter defective, it is advised the OP to be more pro-active for replacement of defective meter 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 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. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Besides the above, there is no error in the monthly billing.

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 additional bill of ₹ 3,955.95p has been raised in the bill of Dec.-2025 by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected.

Case is disposed off accordingly.

  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Sadhu Ram Mishra, At/Po-Sanmula, 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](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."**