



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))

Memo No.GRF/BGR/Order/ 304

Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/187/2026		
2	Complainant/s	Name & Address Smt. Sarojini Adabaria, At-Kagaon, Po-Mirdhapali, Dist-Bolangir	Consumer No 911225251134	Contact No. 6372354314
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	30.03.2026		
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	09.04.2026		
9	Date of Order	27.04.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant -Smt. Sarojini Adabaria
For the Respondent -Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. BGR/187/2026

Smt. Sarojini Adabaria,
At-Kagaon, Po-Mirdhapali,
Dist-Bolangir
Con. No. 911225251134

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.27.04.2026)

The consumer was appealed before the Forum vide his application dated 30th Mar. 2026 which was registered on Case no. 187 of 2026. The complainant was disputed about the inflated billing from the date of power supply to Dec-2025 and accumulation of arrear outstanding thereon. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 09th Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has been served with inflated bill from the date of power supply to Dec-2025 which needs to be revised. For that disputed bill, the arrear has been accumulated to ₹ 3,86,653.08p upto Mar.-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 : 09.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Electrical Sub-division-II, Bolangir. The complainant represented that he has been served with an inflated bill from the date of power supply to Dec-2025 which needs to be revised. For that, the arrear has been accumulated. The complainant raised dispute against the said period and requested before the Forum for suitable revision of 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 Jan.-2025. The billing dispute raised

MEMBER (Fin.)

PRESIDENT

by the complainant for the inflated billing done from the date of power supply is a genuine dispute. As per billing data, the consumer has availed power supply since 29th Jan. 2025 but the consumer has availed power supply since Apr-2018 with meter no. 2270750 but due to some unwanted delay, the first bill has been generated in Jan.-2025 i.e. after 82 months. The first bill has been generated in Feb-2025 with provisional basis and in subsequent month, 46909 units has been billed. A new meter has been installed on 10th Jan. 2026 with meter no. TWSU51001332, thereafter actual billing has been done.

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. As per record, the consumer has availed power supply since 29th Jan. 2025 and total outstanding upto Mar.-2026 is ₹ 3,86,653.08p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that inflated billing has been done since Jan.-2025 to Dec-2025 which needs bill revision.

During the course of hearing, the complainant submitted that she has availed power supply during the year 2018 but she has got the first bill in Mar-2025 with inflated units. The OP admitted the complaint and submitted that as per field enquiry it is found that the consumer has availed power supply in Apr-2018 with meter no. 2270750 but due to oversightness, the energy bill was not generated during that time and the first bill has been generated on Feb.-2025 with provisional status and in the subsequent month with 46909 units on actual meter reading basis.

Also, the OP submitted that a new meter has been installed with meter no. TWSU51001332 on 10th Jan. 2026, thereafter actual billing has been done.

2. The Forum analysed the billing ledger and observed that as per billing data, the consumer has availed power supply on 29th Jan. 2025 but as submitted by the consumer as well as verification of OP, it has been confirmed that the consumer has availed power supply during Apr-2018 with meter no. 2270750. It is the responsibility of licensee to serve bill within due time to make payment by the consumer in line with Reg.-109 of OERC Dist. (Conditions of Supply) Code 2019. But in above case, the licensee failed to discharge his duties and generate the 1st bill after eighty two months of availing power supply by the consumer which also 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,

“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.”


MEMBER (Fin.)

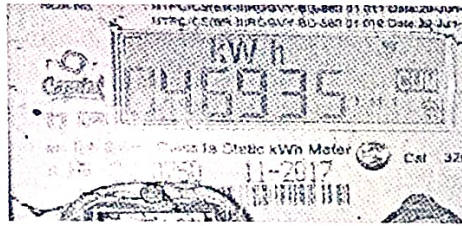

PRESIDENT

3. The consumer has availed power supply with meter from the date of supply and the monthly bill generated from 29th Jan. 2025 to Dec-2025 is stated below,

BILLING MONTH	METER READING	BILLED UNITS	BILL BASIS
FEB-25	0	0	PROV.
MAR-25	NO BILL GENERATED		
APR-25	NO BILL GENERATED		
MAY-25	NO BILL GENERATED		
JUN-25	NO BILL GENERATED		
JUL-25	46909	46909	ACTUAL

BILLING MONTH	METER READING	BILLED UNITS	BILL BASIS
AUG-25	46924	15	ACTUAL
SEP-25	46935	11	ACTUAL
OCT-25	46935	6449	AVERAGE
NOV-25	NO BILL GENERATED		
DEC-25	3	8602	AVG. & ACTUAL

From the above, it is clear that abnormal billing has been done in the month of Jul., Oct. & Dec-2025. The Forum has gone through meter reading photo captured in FG billing software and observed that the 1st meter photo has been captured in Sep-2025 with CMR-46935.



Hence, it is confirmed that the CMR in Spp-2025 is out of error. Now, the question arises that whether the licensee can raise the bill from Apr-2018 to Feb-2025 i.e from the actual date of power supply to 1st bill generated. In response to that, CI-152 (ii) of OERC Dist. (Conditions of Supply) Code 2019 is self-explanatory. In this instant case, the licensee cannot raise the bill prior to Mar-2023. Hence, as per actual meter reading available with the licensee, the OP can raise the bill proportionately for two years. Accordingly, the matter is to be dealt 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 Mar.-2023 to Feb.-2025 as per average pro-rated consumption of meter (meter no. LW249614) considering IMR : 0 (Apr-2018) and FMR : 46909 (Jul-2025). Prior to Mar.-2023, the OP cannot raise any bill as per CI-152 (ii) of OERC Distribution (Conditions of Supply) Code 2019.
2. The energy bill for the month of Oct.-2025 to Dec.-2025 is to be revised as per six months average consumption of new meter considering IMR : 0 (10.01.2026) & FMR of Jul-2026.

MEMBER (Fin.)

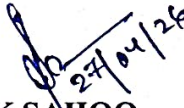
PRESIDENT



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 four 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. Smt. Sarojini Adabaria, At-Kagaon, Po-Mirdhapali, Dist-Bolangir-767065.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."