



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))

Memo No.GRF/BGR/Order/ 256^{ES}

Dated, the 09/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/191/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Madhumangal Dharua, At-Barpita, Po-Deulgaon, Via-P.Rampur, Dist-Bolangir	912325070403	6372530442
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, Patnagarh	Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	07.04.2026		
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	07.04.2026		
9	Date of Order	09.04.2026		
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 Ghumer

Appeared:

For the Complainant - Sri Madhumangal Dharua
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/191/2026

Sri Madhumangal Dharua,
At-Barpita, Deulgaon,
Via-P.Rampur, Dist-Bolangir
Con. No. 912325070403

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.09.04.2026)

During Camp Court hearing at Ghumer PSS on 07th Apr. 2026, the consumer Shri Madhumangal Dharua was present & Shri Debadatta Mahapatra, SDO-Patnagarh Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Madhumangal Dharua who is a LT-Dom. consumer availing a CD of 1.7 KW. He was disputed about the average bill raised from May-2013 to Aug-2020. 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 : 07.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III section of Patnagarh Sub-division. The consumer represented that he has been served with average bills from May-2013 to Aug-2020 due to meter defective. For that, the total outstanding has been accumulated to ₹ 44,926.24p 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 Aug-2000. The billing dispute raised by the complainant for the average billing from May-2013 to Aug-2020 was due to meter defective for that period. A new meter with sl. no. LW259136 has been installed on 27th Jul. 2019, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per CI-155 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.

MEMBER (Mn.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.7 KW. The consumer has availed power supply since 29th Aug. 2000 and total outstanding upto Feb.-2026 is ₹ 44,926.24p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to meter defective, he has been served with average bills from May-2013 to Aug-2020 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW259136 on 27th Jul. 2019, but due to delay in meter data updation, the meter no. has been reflected in Sep.-2020 billing for which a delay meter updation revision has been done in Jan.-2023 with a credit of ₹ 12,004.05 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. 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 restricted to preceding two year of meter replacement.

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

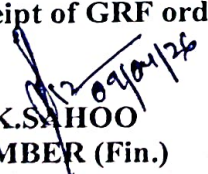
During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 18,396.69p is to be withdrawn from the arrear outstanding.

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 ₹ 18,396.69p. 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.

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 Madhumangal Dharua, At-Barpita, Po-Deulgaon, Via-P.Rampur, Dist-Bolangir-767041.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."