



# 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/ 43

Dated, the 27/01/2026

**Corum:** Er. Sambit Kumar Nanda - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/20/2026		
2	Complainant/s	Name & Address Sri Rama Kanta Dharua, For Sri Karunakar Dharua, At/Po-Kutenpali, Via-Loisingha, Dist-Bolangir	Consumer No 911212360233	Contact No. 8249347134
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	16.01.2026		
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	16.01.2026		
9	Date of Order	27.01.2026		
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 Kandajuri

**Appeared:**

**For the Complainant** -Sri Rama Kanta Dharua  
**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (El.), No. II, Bolangir

**Complaint Case No. BGR/20/2026**

Sri Rama Kanta Dharua,  
For Sri Karunakar Dharua,  
At/Po-Kutenpali, Via-Loisingha,  
Dist-Bolangir  
Con. No. 911212360233

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.27.01.2026)**

During Camp Court hearing at Kandajuri PSS on 16<sup>th</sup> Jan. 2026, the representative of the consumer Shri Ramakanta Dharua was present & Shri Sunil Kumar Swain, SDO-II, Balangir was also present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Ramakanta Dharua who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the erroneous bill raised from Aug-2017 to Jan.-2022 and average bills raised from Feb.-2022 to Sep.-2022. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case has heard in detail.

**PROCEEDING OF HEARING DATED : 16.01.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chatamakhna Section of Balangir-II Sub-division. The complainant represented that he was served with erroneous bills from Aug-2017 to Jan.-2022 and average bills from Feb.-2022 to Sep-2022. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

He has stated that due to such disputed in bill, he has not made regular payment for which the arrear outstanding has been accumulated to ₹ 23,119.19p upto Dec.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

  
MEMBER (Fin.)

  
PRESIDENT



### SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug.-2017 and total outstanding upto Dec.-2025 is ₹ 23,119.19p. As complained by the complainant and submission of OP, it is observed by the Forum that,



1. The consumer represented that erroneous reading & inflated billing has been done from Aug-2017 to Jan.-2022 which needs bill revision as per actual meter reading. The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 2,929.70p is to be withdrawn from the arrear outstanding.

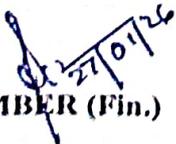
2. The consumer represented that due to meter defective, he was served with average bills from Feb-2022 to Sep.-2022. The OP admitted the complaint and submitted that a new meter has been installed with meter no. 300019832 on 06<sup>th</sup> Sep. 2022 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than seven months 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 to 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 ₹ 3,715.31p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 23,119.19p upto Dec.-2025.

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.

  
MEMBER (Fin.)

  
PRESIDENT



The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was also convinced with the proposed withdrawal amount of ₹ 6,645.01p (₹ 2,929.70p + ₹ 3,715.31p). 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 Rama Kanta Dharua, At/Po-Kutenpali, Via-Loisingha, Dist-Bolangir-767020.
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](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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**