



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 320^Q

Dated, the 28/04/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)

1	Case No.	Complaint Case No. BGR/200/2026		
2	Complainant/s	Name & Address Smt. Kabita Karmi, At/Po-Narayanpur, P.S-Tarbha, Dist-Sonepur	Consumer No 915102081598	Contact No. 9556226330
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	13.04.2026		
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) 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	22.04.2026		
9	Date of Order	28.04.2026		
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 -Sri Bijaya Ranjan Karmi (Representative)
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur

Complaint Case No. BGR/200/2026

Smt. Kabita Karmi,
At/Po-Narayanpur, P.S-Tarbha,
Dist-Sonepur
Con. No. 915102081598

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.28.04.2026)

The consumer was appealed before the Forum vide his application dated 13th Apr. 2026 which was registered on Case no. 200 of 2026. The complainant was disputed about the inflated billing from the date of power supply to Apr-2022 and accumulation of arrear outstanding thereon. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 22nd 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 a inflated bill in Apr-2022 with 6440 units which needs to be revised. For that disputed bill, the arrear has been accumulated to ₹ 73,553.83p 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 : 22.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari section of Sonepur Sub-division. The complainant represented that he has been served with an inflated bill in Apr-2022 with 6440 units amounting ₹ 25,625.98p which needs to be waived. 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 Jul-2018. The billing dispute raised by the complainant for the inflated billing done in Apr-2022 with 6440 units is a genuine dispute.

MEMBER (FR.)

PRESIDENT

Actually, the consumer has availed power supply in Aug-2018 but due to some unwanted delay, the first bill has been generated in Aug-2021 i.e. after 73 months. The first bill has been generated in Aug-2021 with provisional basis and in Apr-2022, 1st bill with meter reading has been generated, thereafter actual billing has been done. After receipt of complainant, the OP has revised the bill by way of recasting from the date of power supply to Apr.-2022 and withdrawn ₹ 3,636.11p in Apr-2025.

Considering the above, the OP requested before the Forum to consider this 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. The consumer has availed power supply since 01st Jul. 2018 and total outstanding upto Mar.-2026 is ₹ 73,553.83p. 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 in Apr-2022 with 6440 units which needs bill revision.

The OP admitted the complaint and submitted that though the consumer has availed power supply on 01st Jul. 2018 but due to oversight, the energy bill was not generated during that time. During field verification in Apr-2022, this things came to the knowledge of the inspecting team and the first bill has been generated on Aug-2021 with provisional basis and in Apr-2022, actual billing has been done. Also, the OP submitted that a new meter has been installed with meter no. TWST15079004 on 21st Jul. 2025, thereafter actual billing has been done. The OP also revised the bill from the date of power supply to Apr-2022 and withdrawn ₹ 3,636.11p in Apr-2025.

2. The Forum analysed the billing ledger and observed that though the consumer has availed power supply on 01st Jul. 2028, 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 four years of availing power supply and also the 1st bill with meter reading basis on Apr-2022 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."

In this instant case, the licensee has served the 1st bill after four years of power supply and the 1st bill with actual meter reading basis in Apr-2022. Now, the question arises that whether the licensee can raise the bill from Jul-2018 to Aug-2021 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 Sep.-2019. Hence, as per actual meter reading available with the licensee, the OP can raise the



MEMBER (Fin.)

PRESIDENT

bill proportionately for two years. Accordingly, the matter is to be dealt as per OERC Regulation to redress the consumer grievances.

3. The consumer has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 73,553.83p upto Mar.-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 OP should raise the energy bill from Sep-2019 to Aug-2021 (two year) as per average pro-rated consumption of meter (meter no. LN013965) considering IMR : 0 (Jul-2018) and FMR : 6440 (Apr-2022). Prior to Sep-2019, the OP cannot raise any bill as per CI-152 (ii) of OERC Distribution (Conditions of Supply) Code 2019. Any bill revision was done in this regard must be reversed.
2. DPS is to be levied as per OERC Regulation.
3. 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.



28/04/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Smt. Kabita Karmi, At/Po-Narayanpur, P.S-Tarbha, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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 Forumis."