



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/ 295

Dated, the 22/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/207/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Sujata Nanda, For Sri Kaleswar Nanda, At/Po-Udar, Via-Jarasingha, Dist-Bolangir		911524081031	7894599649
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	18.04.2026			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	18.04.2026			
9	Date of Order	22.04.2026			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Deogaon

Appeared:

For the Complainant -Smt. Sujata Nanda
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/207/2026

Smt. Sujata Nanda,
For Sri Kaleswar Nanda,
At/Po-Udar, Via-Jarasingha,
Dist-Bolangir
Con. No. 911524081031

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.22.04.2026)

During Camp Court hearing at Jarasingha PSS on 18th Apr. 2026, the representative of the consumer Smt. Sujata Nand was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Smt. Sujata Nand who is a LT-Dom. consumer availing a CD of 1 KW. She was disputed about the accumulation of arrear outstanding and appealed before the Forum for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The complainant represented that he was served with erroneous bills in many times for which the arrear outstanding has been accumulated and requested before the Forum for suitable 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 Aug.-2014. The billing dispute raised by the complainant about the erroneous billing has no base. The consumer was billed with average billing from Jan-Feb/2015 to Aug-2020 due to meter defective. On 29th Aug. 2020, the defective meter has been replaced with a new one with meter sl. no. LW649575, thereafter actual billing is going on. Regarding arrear outstanding, the consumer is not making regular payment of energy bill for which the arrear has been accumulated.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the complainant and to 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 09th Aug. 2014 and total outstanding upto Feb.-2026 is ₹ 23,831.84p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that inflated & erroneous billing has done for which the arrear outstanding has been accumulated and requested for bill revision.

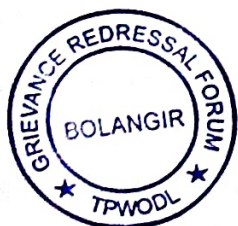
Against that, the OP represented that the consumer was billed with average status due to meter defective from the month of Jan-Feb/2015 to Aug-2020. The defective meter has replaced with a new one on 29th Aug. 2020 with meter no. LW649575, thereafter actual billing is going on.

The Forum analysed the billing ledger and argument of both parties. It is found that there is an average billing from Jan-Feb/2015 to Aug-2020. Against the defective meter, a new meter has been installed on 29th Aug. 2020 with meter no. LW649575. Thereafter, the monthly energy bill has been raised on actual meter reading basis. It is also observed that the post meter installation period consumption is much more than pre-meter installation period which was billed with average basis. If bill revision is to be initiated, the consumer will be billed with upward assessment by way of additional bill under CI-155 of OERC Conditions of Supply Code 2019. In this case, the consumer will not be financially benefited.

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.

There is no error in the monthly energy bill and the accumulation of arrear is due to non-payment of monthly energy bill in due time. Hence, the complaint of the complainant is hereby rejected. The complainant has to clear the outstanding dues. The Forum advised the OP to allow suitable installment on the arrear outstanding if the complainant desires and the complainant is to adhere the same.

Case is disposed off accordingly.



P.K.SAHOO
22/04/26
P.K.SAHOO
MEMBER (Fin.)

S.R.NANDA
S.R.NANDA
PRESIDENT

Copy to: -

1. Smt. Sujata Nanda, At/Po-Udar, Via-Jarasingha, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."