



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/ 324

Dated, the 30/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/216/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Umang Singhal, For Sri Anil Singhal, At/Po-Lathore, Dist-Bolangir		912314041092	9556848143
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	24.04.2026			
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) 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	24.04.2026			
9	Date of Order	30.04.2026			
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 Belpada

Appeared:

For the Complainant -Sri Umang Singhal
For the Respondent -Sri Jasobanta Narayan Deo, S.D.O (El.), Patnagarh (I/c)

Complaint Case No. BGR/216/2026

Sri Umang Singhal,
For Sri Anil Singhal,
At/Po-Lathore, Dist-Bolangir
Con. No. 912314041092

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.30.04.2026)

During Camp Court hearing at Belapada Section office on 24th Apr. 2026, the representative of the consumer Shri Umang Singhal was present & Shri Jasobanta Narayan Deo, I/c SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Umang Singhal who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the additional bill of ₹ 86,698.69p raised in the bill of Mar.-2026. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 24.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The complainant represented that an additional bill of ₹ 86,698.69p has been debited in the bill of Mar.-2026 which needs to be withdrawn and requested before the Forum for 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 Nov.-2018. The billing dispute raised by the complainant for the additional bill of ₹ 86,698.69p has been raised in Mar.-2026 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from 18th Sep. 2022 to 12th Jul. 2025 . On 12th Jul. 2025, the defective meter has been replaced with a new meter having

MEMBER (Fin.)

PRESIDENT

meter no. TWST15030967. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 86,698.69p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period restricted to preceding two year prior to meter replacement.

Based on the above, the OP requested before the Forum to reject the complaint of complainant 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 on 23rd Nov. 2018 and total outstanding upto Mar.-2026 is ₹ 90,511.95p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 86,698.69p has been added in the bill of Mar.-2026 which needs to be withdrawn.
2. The OP admitted the fact and submitted with relevant record that, the energy meter installed in the premises has gone defective w.e.f. 18th Sep. 2022 and continued with same status till 12th Jul. 2025. The OP has replaced the defective meter with a new meter on 12th Jul. 2025 with meter no. TWST15030967 and has reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 86,698.69p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two year & nine months of meter defective, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (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. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

It is also seen that the maximum demand of the consumer has been exceeded than the contract demand and recorded as below,

MONT H	CD (KW)	MD RECORDED (KW)	MONT H	CD (KW)	MD RECORDED (KW)
Apr-25	1	NA	Oct-25	1	3.27
May-25	1	NA	Nov-25	1	2.69
Jun-25	1	NA	Dec-25	1	2.66
Jul-25	1	2.37	Jan-26	1	2.8
Aug-25	1	2.77	Feb-26	1	2.37
Sep-25	1	3.15	Mar-36	1	2.37

The consumer herewith advised to apply for enhancement of contract demand as per OERC Conditions of Supply Code, 2019.



MEMBER (Fin.)
[Signature]
 30/04/26

PRESIDENT
[Signature]

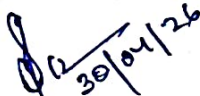


3. During the course of hearing, the consumer contended that he has renovated the present house in Jul-2025, hence the additional bill should not be imposed. The Forum directed the complainant to submit the GST bill of materials / appliances used for renovation work. But he could not submit the GST bill of the above for which his submission is not being considered.

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 petition of the complainant stands rejected as the additional bill of ₹ 86,698.69p has been raised in the bill of Mar.-2026 by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. 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
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Umang Singhal, At/Po-Lathore, Dist-Bolangir-767038.
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."