



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/ 312

Dated, the 27/04/2026

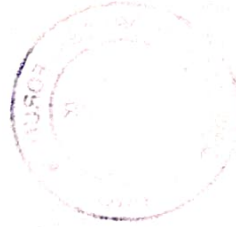
Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/221/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Dhaneswar Meher, For Sri Purandar Meher, At-Thudibahal, Po-Bagdor, Via-Belpada, Dist-Bolangir		912313080197	8114989059
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	<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) 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	24.04.2026			
9	Date of Order	27.04.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT



Place of Hearing: Camp Court at Kanut

Appeared:

For the Complainant -Sri Dhaneswar Meher

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

Complaint Case No. BGR/221/2026

Sri Dhaneswar Meher,
For Sri Purandar Meher,
At-Thudibahal, Po-Bagdor,
Via-Belpada, Dist-Bolangir
Con. No. 912313080197

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.27.04.2026)

During Camp Court hearing at Belapada Section office on 24th Apr. 2026, the representative of the consumer Shri Dhaneswar Meher 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 Dhaneswar Meher who is LT-Dom. consumer availing a CD of 2 KW. He was disputed about the inflated and erroneous billing done in Feb.-2025 with 321 units & Mar-2025 with 591 units. He has submitted 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 : 24.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The complainant represented that he was served with an erroneous bills from Feb-2025 to Oct-2025 and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant about inflated & erroneous billing done from the month of Feb-2025 to


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PRESIDENT

Oct-2025 is a genuine dispute. During Feb. & Mar.-2025, the consumer has been billed with inflated units and subsequently with average basis till 08th Nov. 2025. The said defective meter has been replaced with a new meter on 08th Nov. 2025 with meter no. TWST15140252, thereafter actual billing has done. As the above-stated period bill has not been revised, it needs bill revision.

Considering the above, the OP requested before the Forum to consider the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The case is perused with all available documents in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and arrear outstanding upto Mar.-2026 is ₹ 14,209.58p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract, the consumer was billed with 321 units in Feb.-2025 and 591 units in Mar-2025 and from the next month, the said meter became defective for which average billing was done till Oct-2025.

The OP admitted with the billing dispute and submitted that a new meter has been installed on 08th Nov. 2025 with meter no. TWST15140252, thereafter actual billing is being done.

2. The Forum analysed the billing ledger and compared the consumption of Feb. & Mar. month Vis-à-vis to the preceding year as well as Feb-26 & Mar-26 and feels that inflated billing was done and from the month of May-2025 & Jun-2025, zero units has been billed. Also, from Jul-2025 onwards, average billing was done till 08th Nov. 2025. Against the defective meter, a new meter has been installed with meter no. TWST15140252 on 08th Nov. 2025. The erroneous bill period & defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.
3. From the above, the Forum realised that the bill from the month of Feb-2025 to Mar-2025 is erroneous and subsequent average bill till Oct-2025 needs bill revision as per succeeding six months average consumption of new meter to redress the consumer grievances.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 14,209.58p 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 energy bills raised to the consumer from Feb.-2025 to Oct.-2025 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (08.11.2025) & FMR of May-2026 under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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PRESIDENT

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within two months 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 Dhaneswar Meher, At-Thudibahal, Po-Bagdor, Via-Belpada, Dist-Bolangir-767026.
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."