

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/ 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/222/2026		
2	Complainant/s	Name & Address Sri Phalguni Bhoi, For Smt. Janaki Bhoi, At-Chhuinara, Po-Kapani, Via-Belpada, Dist-Bolangir	Consumer No 912313030481	Contact No. 7077508601
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	27.04.2026		
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 Kanut

Appeared:

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

Complaint Case No. BGR/222/2026

Sri Phalguni Bhoi,
For Smt. Janaki Bhoi,
At-Chhuinara, Po-Kapani,
Via-Belpada, Dist-Bolangir
Con. No. 912313030481

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.27.04.2026)

During Camp Court hearing at Kannut PSS on 24th Apr. 2026, the representative of the consumer Shri Phalguni Bhoi 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 Phalguni Bhoi who is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed about the average bill raised from Oct-2020 to Jun-2023 with defective meter status where the meter was in running condition and inflated bill raised in Jul-2023. He was filed 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

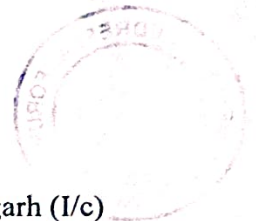
The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The consumer disputed the average bills raised from Oct-2020 to Jun-2023 with meter defective status where the meter was running. Also, the complainant represented that he was served with inflated bill in Jul-2023. For that, the total outstanding has been accumulated to ₹ 39,958.52p upto Oct-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the 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 Jan.-2011. The billing dispute raised by the complainant for the average billing from Oct-2020 to Jun-2023 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Jul-2023 and the consumer was billed with IMR : 5335 & CMR : 11826.

MEMBER (Fin.)

PRESIDENT



Accordingly, differential bill of ₹ 54,247.96p has been raised in the bill of Jun-2023 considering the average billing done from Oct-2020 to Jun-2023. As the above-stated period bill has been raised on meter reading basis, there is no scope of bill revision.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 13th Jan. 2011 and total outstanding upto Mar-2026 is ₹ 39,958.52p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to wrong meter defective status, he was served with average bills from Oct-2020 to Jun-2023 with meter no. LW392454 which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Oct-2020, the consumer billed on average basis from Oct-2020 to Jun-2023. The meter status has been rectified in Jul-2023 with CMR : 11826. Thereafter actual billing has been done. Considering the actual meter reading, the bill of Oct-2020 to Jul-2023 has been recasted considering average bill of that period. Accordingly, differential bill of ₹ 54,247.96p has been raised in the bill of Jun-2023.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than two years where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

The Forum analysed the billing ledger and argument of both parties. It is found that there is an average billing from Oct-2020 to Jun-2023 where the meter was in running condition. The matter was identified in Jul-2023, accordingly differential units has been billed with adjustment of average billing units done during that period. As the said period bill has already been revised, there is scope of further bill revision.

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 has to adhere the same.

Case is disposed off accordingly.

P.K.SAHOO
MEMBER (Fin.)

S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Phalguni Bhoi, At-Chhuinara, Po-Kapani, 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."