



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/ 338

Dated, the 08/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/224/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Arjun Behera, For Sri Srimat Behera, At-Badudar, Po-Totopada, Via-Titilagarh, Dist-Bolangir		912213051516	7978360159
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	04.05.2026			
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	04.05.2026			
9	Date of Order	08.05.2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)
08/05/26

PRESIDENT

Place of Hearing: Camp Court at Muribahal

Appeared:

For the Complainant -Sri Arjun Behera
For the Respondent -Sri Kailash Ch. Swain, DM (F&C) (Representative)



Complaint Case No. BGR/224/2026

Sri Arjun Behera,
For Sri Srimat Behera,
At-Badudar, Po-Totopada,
Via-Titilagarh, Dist-Bolangir
Con. No. 912213051516

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.08.05.2026)

During Camp Court hearing at Muribahal Section Office on 04th May 2026, the representative of the consumer Shri Arjun Behera was present & Shri Kailash Chandra Swain, Dy. Manager (Fin. & Com.) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Arjun Behera who is a LT-Dom. consumer availing a CD of 0.4 KW. He was disputed about the erroneous bill raised from Jan-2023 to Jun-2023 with defective meter status where the meter was in running condition. 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 : 04.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer disputed the average bills raised from Jan-2023 to Jun-2023 with meter defective status where the meter was running. Also, the complainant represented that he was served with an erroneous bill of ₹ 32,077.15p in Jul-2023. For that, the total outstanding has been accumulated to ₹ 27,720.77p upto Mar-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


MEMBER (Fin.)


PRESIDENT

consumer is a LT-Domestic consumer availing power supply since May-2019. The billing dispute raised by the complainant for the average billing from Jan-2023 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 for which "O" code reading correction has been done in Jul-2023 with IMR : 885 & CMR : 6439. Hence, there is no scope of bill revision in the said case.

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 0.4 KW. The consumer has availed power supply since 30th May 2019 and total outstanding upto Mar-2026 is ₹ 27,720.77p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to wrong meter defective status, he was served with average bills from Jan-2023 to Jun-2023 with meter no. 4165378 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 Jan-2023, the consumer billed on average basis from Jan-2023 to Jun-2023. The meter status has been rectified in Jul-2023 with CMR : 6439. Thereafter actual billing has been done. The defective billing period needs bill revision as per actual consumption of the meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than six months 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.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 7,631.33p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 27,720.77p 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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 7,631.33p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

Case is disposed off accordingly.


MEMBER (Fin)


PRESIDENT



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.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Arjun Behera, At-Badudar, Po-Totopada, Via-Titilagarh, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."