



## 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/ 227/B

Dated, the 08/05/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/225/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Bhakta Mahar, At-Nehenabandh, Po-Jogimunda, Via-Patnagarh, Dist-Bolangir	912322111820	9938972979	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	05.05.2026			
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) <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	05.05.2026			
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.)

  
PRESIDENT

**Place of Hearing:** Camp Court at Jhulenbar

**Appeared:**

**For the Complainant** –Sri Bhakta Mahar  
**For the Respondent** –Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/225/2026**

Sri Bhakta Mahar,  
At-Nehenabandh, Po-Jogimunda,  
Via-Patnagarh, Dist-Bolangir  
Con. No. 912322111820

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.08.05.2026)**

During Camp Court hearing at Jhulenbar PSS on 05<sup>th</sup> May 2026, the consumer Shri Bhakta Mahar was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition has filed by the consumer Shri Bhakta Mahar who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that an additional bill of ₹ 1,984.65p has been debited in the bill of Mar.-2026 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 05.05.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-II section of Patnagarh Sub-division. The complainant represented that an additional bill of ₹ 1,984.65p has been debited in the bill of Mar-2026 illegally 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Feb.-2025. The billing dispute raised by the complainant for the additional bill of ₹ 1,984.65p 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 due to average billing made from Feb.-2025 to

  
**MEMBER (Fin.)**

  
**PRESIDENT**



Jul-2025 due to meter defective. On 13<sup>th</sup> Jul. 2024, the defective meter has been replaced with a new meter having meter no. TWST15078846. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 1,984.65p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.

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 since 05<sup>th</sup> Feb. 2025 and total outstanding upto Apr.-2026 is ₹ 2,360.61p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has availed power supply without meter from the date of supply to 13<sup>th</sup> Jul. 2025 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.

The OP admitted the complaint and submitted that a new meter with sl. no. TWST15078846 has been installed on 13<sup>th</sup> Jul. 2025, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than five months which violates CI-155 of OERC Distribution (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. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of **₹ 1,567.90p is to be debited and ₹ 1,984.65p which was debited in the bill of Mar-2026 is to be withdrawn from the arrear outstanding.**

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 has initiated the re-assessment of upward assessed amount and the petitioner has convinced with the proposal. Accordingly, the re-assessed amount of ₹ 1,567.90p is to be debited and the upward assessment of ₹ 1,984.65p which was debited in the bill of Mar-2026 is to be withdrawn. 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 Bhakta Mahar, At-Nehenabandh, Po-Jogimunda, Via-Patnagarh, Dist-Bolangir-767027.
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](http://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."**