



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/ 352

Dated, the 21/05/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)

1	Case No.	Complaint Case No. BGR/239/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Sushanta Kumar Dharua, At-Dudkamunda, Po-Nagaon (A), Dist-Bolangir	911312120330	9937575745
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	12.05.2026		
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) <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	12.05.2026		
9	Date of Order	21.05.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

21/05/26
MEMBER (Fin.)

21/05/26
PRESIDENT

Place of Hearing: Camp Court at Kendumundi

Appeared:

For the Complainant -Sri Sushanta Kumar Dharua
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

Complaint Case No. BGR/239/2026

Sri Sushanta Kumar Dharua,
At-Dudkamunda, Po-Nagaon (A),
Dist-Bolangir
Con. No. 911312120330

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.21.05.2026)

During Camp Court hearing at Kendumundi PSS on 12th May 2026, the consumer Shri Susanta Kumar Dharua was present & Shri Kshirodra Kumar Meher, OAG-II, Auth. Rep. of SDO-Loisingha was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Susanta Kumar Dharua who is LT-Dom. consumer availing a CD of 1 KW. He was disputed about the inflated and erroneous billing done in Jul-2025 to Sep-2025. He was 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 : 12.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur Section of Loisingha Sub-division. The complainant represented that he was served with an erroneous bills from Jul-2025 to Sep-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 since Jul-2016. The billing dispute raised by the complainant about inflated & erroneous billing done from the month of Jul-2025 to Sep-2025 is a genuine dispute. In compared to his consumption in previous months, the billing from the month of Jul-2025 to Sep-2025 was abnormally high. After receipt of complaint from the consumer, the said disputed meter was tested on 20th Sep. 2025 and found faulty. A new meter with


MEMBER (Fin.)


PRESIDENT



sl. no. TWST15141281 has been installed on 20th Oct. 2025, 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 1 KW. The consumer has availed power supply since 11th Jul. 2016 and arrear outstanding upto Mar.-2026 is ₹ 1,979.18p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, erroneous billing has been done from the month of Jul-2025 to Sep-2025. The OP admitted with the billing dispute and shown the comparative statement of the consumption pattern and submitted that erroneous billing has been done from Jul-2025 to Sep-2025. After receipt of complaint, the meter was tested on 20th Sep. 2025 and found faulty. The defective meter has been replaced with a new meter on 20th Oct. 2025 with meter sl. no. TWST15141281, thereafter actual billing is being done.
2. The Forum analysed the billing ledger and compared the consumption pattern of the preceding year alongwith new meter consumption and feels that inflated billing was done from the month of Jul-2025 to Sep-2025. Against the defective meter, a new meter has been installed with meter no. TWST15141281 on 20th Oct. 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 Jul-2025 to Sep-2025 is erroneous and needs bill revision as per succeeding six months average consumption of new meter to redress the consumer grievances.
4. 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 ₹ 1,403.39p is to be withdrawn from the arrear outstanding.
5. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 1,979.18p 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 was convinced with the proposed withdrawal amount of ₹ 1,403.39p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


MEMBER (Fin.)


PRESIDENT



Case is disposed off accordingly.

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 Sushanta Kumar Dharua, At-Dudkamunda, Po-Nagaon (A), Dist-Bolangir-767022.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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.”