



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/ 372^S

Dated, the 22/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

| | | | | |
|----|--|--|---|-------------|
| 1 | Case No. | Complaint Case No. BGR/262/2026 | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. |
| | | Sri Sudam Sahu, At-Amramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir | 911312100775 | 7682934490 |
| 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 | √ |
| | | 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 | 22.05.2026 | | |
| 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 Kendumundi

Appeared:

For the Complainant -Sri Sudam Sahu

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



Complaint Case No. BGR/262/2026

Sri Sudam Sahu,
At-Amramunda, Po-Pandesara,
Via-Agalpur, Dist-Bolangir
Con. No. 911312100778

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.22.05.2026)

During Camp Court hearing at Kendumundi PSS on 12th May 2026, the consumer Shri Sudam Sahu 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 Sudam Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the inflated and erroneous bills raised from the date of power supply to Apr.-2025. He has 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 : 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 inflated bill in Jan-2025 with 5382 units amounting ₹ 22,619.30p which needs to be waived. For that, the arrear has been accumulated. The complainant raised dispute against the said period and requested before the Forum for suitable 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 Aug-2020. The billing dispute raised by the complainant for the inflated billing done in Jan-2025 with 5382 units is a genuine dispute. Actually, the consumer has availed power supply in Aug-2020 but due to some unwanted delay, the first bill has been generated in Jan.-2025 i.e. after 53 months. The first bill has been


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generated in Jan-2025 with meter reading basis and thereafter zero units till Apr-2025. Subsequently, a new meter has been installed on 19th May 2025, thereafter actual billing has been done.

Considering the above, the OP requested before the Forum to consider this 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 27th Aug. 2020 under DOM category and total outstanding upto Apr.-2026 is ₹ 18,581.32p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that inflated billing has been done in Jan-2025 with 5382 units which needs bill revision.

The OP admitted the complaint and submitted that though the consumer has availed power supply on 27th Aug. 2020 but due to oversight, the energy bill was not generated during that time. During field verification in Jan-2025, these things came to the knowledge of the inspecting team and the first bill has been generated on Jan-2025 with actual meter reading basis of 5382 units. The existing meter has been replaced with a new meter on 19th May 2025 with meter sl. no. TWST15120339, thereafter actual billing has been done.

2. The Forum analysed the billing ledger and observed that though the consumer has availed power supply on 27th Aug. 2020, it is the responsibility of licensee to serve bill within due time to make payment by the consumer in line with Reg.-109 of OERC Dist. (Conditions of Supply) Code 2019. But in above case, the licensee failed to discharge his duties and generate the 1st bill after four and half years of availing power supply and also the 1st bill with meter reading basis on Jan-2025 which attracts Cl-152 (ii) of OERC Dist. (Conditions of Supply) Code 2019.

Abstract of 152 (ii) of OERC (Conditions of Supply) Code 2019 is abstracted here,

“The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act.”

3. In this instant case, the licensee has served the 1st bill after four and half years of power supply and the 1st bill with actual meter reading basis in Jan.-2025 with 5382 units. In the subsequent month, the said meter has been replaced with a new one on 19th May 2025 with meter no. TWST15120339. Now, the question arises that whether the licensee can raise the bill from 27th Aug. 2020 to Jan.-2025 i.e. from the actual date of power supply to 1st bill generated. In response to that, Cl-152 (ii) of OERC Dist. (Conditions of Supply) Code 2019 is self-explanatory. In this instant case, the licensee cannot raise the bill prior to Feb.-2023. Hence, as per actual meter




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reading available with the licensee, the OP can raise the bill proportionately for two years. Accordingly, the matter is to be dealt as per OERC Regulation to redress the consumer grievances.

4. The consumer has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 18,581.32p upto Apr.-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 OP should raise the energy bill from Feb.-2023 to Jan.-2025 (two year) as per average pro-rated consumption of meter (meter no. 2209062) considering IMR : 0 (27.08.2020) and FMR : 5382 (Jan.-2025). Prior to Feb.-2023, the OP cannot raise any bill as per CI-152 (ii) of OERC Distribution (Conditions of Supply) Code 2019. Any bill revision was done in this regard must be reversed.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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 Sudam Sahu, At-Amramunda, Po-Pandesara, Via-Agalpur, Dist-Bolangir-767061.
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."