



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/ 384/26

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/266/2026			
2	Complainant/s	Name & Address Sri Santosh Rana, At/Po-Sibtala, Via-Chudapali, Dist-Bolangir		Consumer No 911211201044	Contact No. 8144736081
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.05.2026			
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	19.05.2026			
9	Date of Order	26.05.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

26/05/26
MEMBER (Fin.)

26/05/26
PRESIDENT

Place of Hearing: Camp Court at Kudasingha

Appeared:

For the Complainant -Sri Santosh Rana
For the Respondent -Sri Sunil Kumar Swain, S.D.O, No. II, Bolangir



Complaint Case No. BGR/266/2026

Sri Santosh Rana,
At/Po-Sibtala, Via-Chudapali,
Dist-Bolangir
Con. No. 911211201044

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER
(Dt.26.05.2026)

During Camp Court hearing at Kudasingha PSS on 19th May 2026, the consumer Shri Santosh Rana was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Santosh Rana who is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed about the provisional & average bill raised from Jul-2025 to Aug-2025. 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 : 19.05.2026a

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir-II Sub-division. The consumer represented that he was served with provisional & average bills from Jul-2025 to Aug-2025 due to meter defective. 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2024. The billing dispute raised by the complainant for the average billing for the month of Jul-2025 & Aug-2025 was due to meter defective for that period. A new meter with sl. no. LWSP51303224 has been installed on


MEMBER (Fin.)


PRESIDENT

29th Sep. 2025, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 07th Nov. 2024. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to meter defective, he has been served with average bills from Jul-2025 to Aug-2025 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LWSP51303224 on 29th Sep. 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, the Forum observed that the OP has taken pro-active action for replacement of defective meter and the defective meter has been replaced within three months. The Forum appraised the initiative action of OP and advised to make more pro-active so that the defective meter should be replaced within the same month.

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 ₹ 2,099.97p 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 agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 2,099.97p. 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.

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 Santosh Rana, At/Po-Sibtala, Via-Chudapali, Dist-Bolangir-767024.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."