



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/ 387^{GS}

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/273/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Dharmasis Mohanty, For Smt. Padmabati Mohanty, At-Sirbhatapada, Ward No. 11, Po-Titilagarh, Dist-Bolangir	912121021642	7978898319	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	20.05.2026			
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	20.05.2026			
9	Date of Order	26.05.2026			
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 Titilagarh

Appeared:

For the Complainant -Sri Dharmasis Mohanty
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/273/2026

Sri Dharmasis Mohanty,
For Smt. Padmabati Mohanty,
At-Sirbhatapada, Ward No. 11,
Po-Titilagarh, Dist-Bolangir
Con. No. 912121021642

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.26.05.2026)

During Camp Court hearing at Titilagarh Sub-division Office on 20th May 2026, the representative of the consumer Shri Dharmasis Mohanty was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Dharmasis Mohanty who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that an additional bill of ₹ 25,448.28p 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 : 20.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 25,448.28p 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 Mar-2019. The billing dispute raised by the complainant for the additional bill of ₹ 25,448.28p has been raised in Mar-2025 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 Sep-2024 to Apr.-2025 due to meter defective. On 01st Jun. 2025, the defective meter has been replaced with a new meter having meter no. TWST15024975. After meter replacement, the monthly bills have been generated on actual meter reading basis. The additional bill of ₹ 25,448.28p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.


MEMBER (Fin.)


PRESIDENT

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 15th Mar. 2019 and total outstanding upto Apr.-2026 is ₹ 38,328.13p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 25,448.28p has been added in the bill of Mar-2026 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. 24th Sep. 2024 and continue with same status till 01st Jun. 2025. The OP has replaced the defective meter with a new meter on 01st Jun. 2025 with meter no. TWST15024975 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 25,448.28p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after eight months of meter defective 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. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

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 ₹ 19,001.33p is to be debited and ₹ 25,448.28p 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 ₹ 19,001.33p is to be debited and the upward assessment of ₹ 25,448.28p 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.

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 Dharmasis Mohanty, At-Sirbhatapada, Ward No. 11, Po-Titilagarh, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."