



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/ 388th

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

| | | | | | |
|------------------------|--|--|---|-------------|--------|
| 1 | Case No. | Complaint Case No. BGR/274/2026 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Sri Chakra Majhi, For Sri Chandra Majhi, At-Lesunbahali, Po-Binekela, Via-Titilagarh, Dist-Bolangir | 912122050981 | 9938514152 | |
| 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.)
26/05/26


PRESIDENT

Place of Hearing: Camp Court at Titilagarh

Appeared:

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

Complaint Case No. BGR/274/2026

Sri Chakra Majhi,
For Sri Chandra Majhi,
At-Lesunbahali, Po-Binekela,
Via-Titilagarh, Dist-Bolangir
Con. No. 912122050981

- 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 Chakra Majhi was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Chakra Majhi who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the erroneous bill raised from Jan-2013 to Oct-Nov/2016 with defective meter status where the meter was in running condition. 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 : 20.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The consumer disputed the average bills raised from Jan-2013 to Oct-Nov/2016 with meter defective status where the meter was running. For that, the total outstanding has been accumulated to ₹ 25,158.07p upto Apr-2026. 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Dec-2010. The billing dispute raised by the complainant for the average billing from Jan-2013 to Oct-Nov/2016 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Dec16/Jan17 billing for which "O" code reading correction has been done in Dec16/Jan17 with IMR : 98 & CMR : 564. Hence, there is no scope of bill revision in the said case.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 05th Dec. 2010 and total outstanding upto Apr-2026 is ₹ 25,158.07p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to wrong meter defective status, he was served with average bills from Jan-2013 to Oct-Nov/2016 with meter no. 5449430 which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Jan-2013, the consumer billed on average basis from Jan-2013 to Oct-Nov/2016. The meter status has been rectified in Dec16/Jan17 with CMR : 564. Thereafter actual billing has been done. The defective billing period needs bill revision as per actual consumption of the meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than three years where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines by way of recasting. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 6,354.53p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 25,158.07p 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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 6,354.53p. 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 Chakra Majhi, At-Lesunbahali, Po-Binekela, Via-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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."