



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର

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/ 412

Dated, the 06/06/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/279/2026																																			
2	Complainant/s	Name & Address Sri Samanta Bag, For Sri Bansidhar Bag, At-Sandhijor, Po-Bandhapada, Via-Deogaon, Dist-Bolangir		Consumer No 911524060968	Contact No. 7894778218																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	03.06.2026																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>√</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">15. Others (Specify) –</td></tr></table>				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) –			
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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																										
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	03.06.2026																																			
9	Date of Order	06.06.2026																																			
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 Budabahal

Appeared:

For the Complainant - Sri Samanta Bag
For the Respondent - Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/279/2026

Sri Samanta Bag,
For Sri Bansidhar Bag,
At-Saintala, Po-Bandhapada,
Via-Deogaon, Dist-Bolangir
Con. No. 911524060968

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.06.06.2026)

During Camp Court hearing at Budabahal PSS on 03rd Jun. 2026, the representative of the consumer Shri Samanta Bag was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Samanta Bag who is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed about the provisional & average bill raised from Aug-Sep/2017 to Dec-2023. 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 : 03.06.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. . The consumer represented that he was served with provisional & average bills from Aug-Sep/2017 to Dec-2023 due to meter defective. For that, the total outstanding has been accumulated to ₹ 34,003.67p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since May-2012. The billing dispute raised by the complainant for the provisional & average billing from Aug-Sep/2017 to Dec-2023 was due to meter defective for that period. A new meter with sl. no. TWB607215 has been installed on 08th Jan. 2024, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per Cl-155 of OERC Regulation (Conditions of Supply) Code 2019.

MEMBER (Fin.)

PRESIDENT

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 14th May 2012 and total outstanding upto Apr.-2026 is ₹ 34,003.67p. 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 Aug-Sep/2017 to Dec-2023 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB607215 on 08th Jan. 2024, 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, it is surprised that the OP has allowed the consumer to continue with defective meter for more than six years 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 proactive for replacement of defective meter within standard time as prescribed by Hon'ble OERC. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay 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. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 8,836.46p 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 ₹ 8,836.46p. 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 Samanta Bag, At-Sandhijor, Po-Bandhapada Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."