



# 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](mailto:grfwesco.bgr@rediffmail.com) / [Grf.bolangir@tpwesternodisha.com](mailto:Grf.bolangir@tpwesternodisha.com)

Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 416

Dated, the 06/06/2026

**Corum:**

Er. Sambit Kumar Nanda

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

|                                                                                     |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
|-------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------------------------------------------------------------|---------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------------------|-----------|-------------------------------------|--|-------------------------------------------|--|------------------------------------------------------|--|------------------|--|-------------|--|-------------------|--|------------------------------|--|---------------------------------|--|-------------------------------------------------|--|------------------------------------|--|--------------------------|--|------------------------|--|--|--|
| 1                                                                                   | Case No.                                     | Complaint Case No. BGR/287/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 2                                                                                   | Complainant/s                                | Name & Address<br>Sri Roshan Kumar Behera,<br>For Sri Bhagabana Behera,<br>At/Po-Rampur, Via-Salebhata,<br>Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   | Consumer No<br>911311130294                                   | Contact No.<br>8249015824 |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 3                                                                                   | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Loisingha                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 4                                                                                   | Date of Application                          | 05.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; 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>15. Others (Specify) –</td><td colspan="3"></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                           | 05.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 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 Loisingha

**Appeared:**

**For the Complainant** -Sri Roshan Kumar Behera  
**For the Respondent** -Sri Kshirodra Ku. Meher, OAG-I (Representative)

**Complaint Case No. BGR/287/2026**

Sri Roshan Kumar Behera,  
For Sri Bhagabana Behera,  
At/Po-Rampur, Via-Salebhata,  
Dist-Bolangir  
Con. No. 911311130294

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.06.06.2026)**

During Camp Court hearing at Loisingha Sub-division Office on 05<sup>th</sup> Jun. 2026, the representative of the consumer Shri Roshan Kumar Behera was present & Shri Kshirodra Kumar Meher, OAG-I was present as opposite party on behalf of SDO-Loisingha.

**HISTORY OF THE CASE**

The Complaint petition has filed by the representative of the consumer Shri Roshan Kumar Behera who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the provisional & average bill raised from Jan-2015 to Jan-2019. 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 : 05.06.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Loisingha section of Loisingha Sub-division. . The consumer represented that he was served with average bills from Jan-2015 to Jan-2019 due to meter defective. For that, the total outstanding has been accumulated to ₹ 21,000.54 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 Oct-2010. The billing dispute raised by the complainant for the average billing from Jan-2015 to Jan-2019 was due to meter defective for that period. A new meter with sl. no. LW159649 has been installed on 26<sup>th</sup> Jan. 2019, 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.

**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 KW. The consumer has availed power supply since 26<sup>th</sup> Oct. 2010 and total outstanding upto Apr.-2026 is ₹ 21,000.54p. 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 Jan-2015 to Jan-2019 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW159649 on 26<sup>th</sup> Jan. 2019, 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 restricted to preceding two year from the date of meter replacement.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four 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 pro-active 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 ₹ 10,850.38p 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 ₹ 10,850.38p. 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 Roshan Kumar Behera, At/Po-Rampur, Via-Salebhata, Dist-Bolangir-767021.
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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**