



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

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/ 464 (5)

Dated, the 15th July'2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/290/2026																											
2	Complainant/s	Name & Address Sri Purusottam Behera, For Sri Uchhaba Behera, At/Po-Tengulikhunti, Via-Titilagarh, Dist-Bolangir		Consumer No 912133020043	Contact No. 7077522600																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	08.06.2026																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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) –		
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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																		
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8	Date(s) of Hearing	08.06.2026																											
9	Date of Order	15.07.2026																											
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 Purusottam Behera
For the Respondent -Sri Binay Ku. Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/290/2026

Sri Purusottam Behera,
For Sri Uchhaba Behera,
At/Po-Tentelkhunti, Via-Titilagarh,
Dist-Bolangir
Con. No. 912133020043

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.15.07.2026)

During Camp Court hearing at Titilagarh Sub-division Office on 08th Jun. 2026, the representative of the consumer Shri Purusottam Behera was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was served with erroneous bill of 7421 units amounting ₹ 33,917.88p in Apr.-2026 bill. On enquiry from the office of OP, it came to know that the said bill has been raised for the period Jan.-2022 to Apr-2026. For that disputed bill, the arrear outstanding has been accumulated to ₹ 1,01,241.50p upto Jun.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

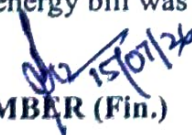
PROCEEDING OF HEARING DATED : 08.06.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The complainant reiterated his dispute as stated above and requested before the Forum for suitable bill revision.

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 prior to Apr-1999. The billing dispute raised by the complainant for the erroneous billed unit of 7421 units in Apr-2026 is a genuine dispute. Power supply to the consumer premises was under disconnection from Apr-2023 to Apr-2026 but the energy bill was blocked in billing software from Jan.-2022 to Mar-2026 and no bill


MEMBER (Fin.)


PRESIDENT

has been generated during that period. A new meter has been installed on 25th Apr. 2026 and power supply reconnected with meter no. TWSU11073053. But the billing software has generated the bill on provisional reading from Jan-2022 to Apr-2026 which needs bill revision.

During the course of hearing, the Forum directed the OP to make field inspection and certify the disconnection period for which 7 days time has been allowed. The OP failed to submit the required document within time line for which the Forum reminded the OP to submit at the earliest. Finally, the OP inspected the premises on 06th Jul. 2026 and submitted the report before the Forum.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP certified that there was disconnection of power supply from Apr-2023 to Apr.-2026. The inspection report submitted by OP dated 06th Jul. 2026 has taken into record.

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 prior to Apr-1999 and total outstanding upto Jun.-2026 is ₹ 1,01,241.50p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, erroneous billing has been done in Apr-2026 with 7421 units which needs bill revision.

The OP submitted with physical inspection report that power supply to the consumer was under disconnection from Apr-2023 to Apr-2026. A new meter has been installed on 25th Apr. 2026 with meter no. TWSU11073053. From the billing ledger, it is found that no bill has been generated from Jan.-2022 to Mar-2026 and in Apr-2026, provisional bill of 7421 units has been generated considering from Jan-2022 to 25th Apr. 2026. Accordingly, an amount of ₹ ₹ 33,917.88p has been billed in Apr-2026.

2. The Forum analysed the submission of both parties along with billing ledger and observed that power supply to the consumer was under disconnection from Apr-2023 to Apr-2026 where the consumer complained that power supply to his domestic premises was disconnected from 2018 to Apr-2026. In Apr-2026, 7421 units has been billed with "PROVISIONAL" basis which has not revised subsequently due to meter change. Also, it is seen that no bill has been generated from Jan-2022 to Mar-2026.

It is the responsibility of licensee to raise monthly bill as per billing cycle and to be served to the consumer in due time as prescribed in the OERC Regulation. If the consumer will get a proper bill within due time, he will make payment without any dispute, so that the revenue of the licensee will improve as well as the goodwill of the licensee will be maintained. But in above case, the licensee has failed to discharge his duties. Also, in the instant case, the licensee has raised a provisional energy bill of ₹ 33,917.88p in Apr-2026 bill for the period Jan.-2022 to 25th Apr. 2026. This negligence on the part of licensee attracts Cl-152 (ii) of OERC Dist. (Conditions of Supply) Code 2019.

Abstract of 152 (ii) of OERC (Conditions of Supply) Code 2019 is abstracted here,

"The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears



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of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act."

In obedience to above clause, the licensee has no right to raise the bill for more than two years. Hence, the matter is to be considered as per OERC Regulation to redress the consumer grievances.

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.

1. The OP should raise the energy bill from May-2024 to Apr-2026 (two year) as per succeeding six months average pro-rated consumption of new meter installed on 25th Apr. 2026 (meter no. TWSU11073053) considering IMR: 0 (25.04.2026) and FMR: Oct-2026. Prior to that i.e. Jan-2022 to Apr-2024, the OP cannot raise any bill as per CI-152 (ii) of OERC Distribution (Conditions of Supply) Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within four months 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 Purusottam Behera, At/Po-Tentelkhunti, Via-Titilagarh, Dist-Bolangir-767037.
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."