



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

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/ 454(5)

Dated, the 30th June'2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/295/2026																																			
2	Complainant/s	Name & Address Sri Bikash Meher, For Sri Surendra Meher, At/Po-Sindurpur, Via-Binka, Dist-Sonepur		Consumer No 915303081559	Contact No. 7735428983																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																																	
4	Date of Application	10.06.2026																																			
5	In the matter of-	<table border="1"> <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) –			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <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	10.06.2026																																			
9	Date of Order	30.06.2026																																			
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 Binka

Appeared:

For the Complainant –Sri Bikash Meher

For the Respondent –Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/295/2026

Sri Bikash Meher,
For Sri Surendra Meher,
At/Po-Sindurpur, Via-Binka,
Dist-Sonepur
Con. No. 915303081559

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.30.06.2026)

During Camp Court hearing at Binka Sub-division Office on 10th Jun. 2026, the representative of the consumer Shri Bikash Meher was present & Shri Uday Sankar Patjoshi, SDO-Binka was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Bikash Meher who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that an additional bill of ₹ 17,656.10p has been debited in the bill of May-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

PROCEEDING OF HEARING DATED : 10.06.2026

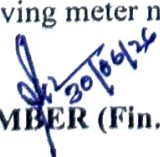
The case was heard in detail.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Mahadevpali section of Binka Sub-division. The complainant represented that an additional bill of ₹ 17,656.10p has been debited in the bill of May-2025 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 ₹ 17,656.10p has been raised in May-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 Feb-2023 to Apr-2024 due to meter defective. On 24th Apr. 2024, the defective meter has been replaced with a new meter having meter no. TWB634314. After meter replacement, the monthly bills have been


MEMBER (Fin.)


PRESIDENT

generated on actual basis. The additional bill of ₹ 17,656.10p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.

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 16th Mar. 2019. 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 ₹ 17,656.10p has been added in the bill of May-2025 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. 14th Feb. 2023 and continued with same status till 23rd Apr. 2024. The OP has replaced the defective meter with a new meter on 24th Apr. 2024 with meter no. TWB634314 and has 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 ₹ 17,656.10p was due to delay replacement of meter by the OP.

The Forum analysed the billing ledger and observed that the consumer was billed with "PROVISIONAL" status from Feb.-2023 to Apr-2023 and thereafter "0 (zero)" units with a remark of "Not in Use" till Dec-2023. Again, provisional billing has been done from Jan.-2024 to 24th Apr-2024. The billing details is,

BILL MONTH	UNITS BILLED	BILL BASIS	BILLING REMARKS
FEB-23			NO BILL GENERATED
MAR-23	224	PROVISIONAL	
APR-23	75	PROVISIONAL	
MAY-23	0	ACTUAL	NOT IN USE
JUN-23	0	ACTUAL	NOT IN USE
JUL-23	0	ACTUAL	NOT IN USE
AUG-23	0	ACTUAL	NOT IN USE

BILL MONTH	UNITS BILLED	BILL BASIS	BILLING REMARKS
SEP-23	0	ACTUAL	NOT IN USE
OCT-23	0	ACTUAL	NOT IN USE
NOV-23	0	ACTUAL	NOT IN USE
DEC-23	0	ACTUAL	NOT IN USE
JAN-24			NO BILL GENERATED
FEB-24	111	PROVISIONAL	NO DISPLAY IN METER
MAR-24	77	PROVISIONAL	NO DISPLAY IN METER

From the above record of the licensee, it is confirmed that the meter was defective from the month of Feb.-2024 and continued till 24th Apr. 2024. Hence, the upward assessment done by the OP from 14th Feb. 2023 to 24th Apr. 2024 is not based on facts and needs to be rectified in line with CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Also, it is observed that, the OP has replaced the meter after one year 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 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.

MEMBER (Fin.)

PRESIDENT

1. The assessment made to the consumer in May-2025 bill is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (24.04.2024) & FMR : 1883 (Oct-2024) and to be re-calculated for the period Mar-2024 to 24th Apr. 2024 under CI-155 & 157 of OERC Distribution 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 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 Bikash Meher, At/Po-Sindurpur, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."