



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/ 473 (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/308/2026																										
2	Complainant/s	Name & Address Sri Omkarnath Thakur, For Sri Sudhir Kumar Thakur, At-Barampura, Po-Patnagarh, Dist-Bolangir	Consumer No 912311060292	Contact No. 7008238788																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	23.06.2026																										
5	In the matter of-	<table border="1"><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 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	23.06.2026																										
9	Date of Order	15.07.2026																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Patnagarh

Appeared:

For the Complainant - Sri Omkarnath Thakur
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/308/2026

Sri Omkarnath Thakur,
For Sri Sudhir Kumar Thakur,
At-Barampura, Po-Patnagarh,
Dist-Bolangir
Con. No. 912311060292

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.15.07.2026)

During Camp Court hearing at Patnagarh Sub-division office on 23rd Jun. 2026, the representative of the consumer Shri Omkarnath Thakur was present & Shri Debadatta Mahapatra, SDO-Patnagarh Sub-division was present as opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 23.06.2026

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Omkarnath Thakur who is a LT-Dom. consumer availing a CD of 3 KW. He was disputed about the energy bill from Oct-2022 to Mar-2023. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The consumer represented that he has been served with erroneous bills during Oct-2022 to Mar-2023. For that, the total outstanding has been accumulated to ₹ 7,851.51p upto Jun-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 Nov.-2002. The billing dispute raised by the complainant for the period Oct-2022 to Nov-2023 is a genuine dispute. As per record, the energy meter of the consumer has been replaced with a new one on 29th Mar. 2023 with meter no. TPWOD1054347 but the consumer disputed about the date of meter replacement and stated that meter has been replaced during Oct-2022. To ascertain the actual date of meter replacement, the OP requested seven days time to make document verification.

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 day time to make document verification and submission of report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3 KW. The consumer has availed power supply since 19th Nov. 2002 and total outstanding upto Jun-2026 is ₹ 7,851.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, there is an erroneous bill from the month of Oct-2022 to Mar-2023 which needs bill revision.

The OP submitted with written version that as per document verification and meter batch sequence change, it is found that the meter has been replaced in the year late 2022 i.e. 12th Oct. 2022 rather than Mar.-2023. Hence, the disputed billing period should be revised to redress the consumer grievances.

From the above, the meter installation date is to be considered as Oct-2022 rather than 29th Mar. 2023. Hence, the bills raised from Oct-2022 to Mar-2023 needs bill revision as per actual meter reading of meter no. TPWODL1054347.

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 energy bill raised to the consumer from Oct-2022 to Mar-2023 is to be revised as per actual meter reading of new meter by considering IMR-0 (12.10.2022) & CMR : 1025 (Mar.-2023).
2. DPS is to be levied on the revised bill as per OERC guidelines.
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 Omkarnath Thakur, At-Barampura, Po-Patnagarh, Dist-Bolangir-767025.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."