



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/ 449

Dated, the 29/06/2026

Corum:

Er. Sambit Kumar Nanda

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

1	Case No.	Complaint Case No. BGR/309/2026																											
2	Complainant/s	Name & Address Sri Chitta Ranjan Bagarty, For Sri Alekh Bagarty, At/Po-Balipata, Via-Patnagarh, Dist-Bolangir		Consumer No 912322061670	Contact No. 7681009782																								
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><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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6. Others																													
8	Date(s) of Hearing	23.06.2026																											
9	Date of Order	29.06.2026																											
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 Patnagarh

Appeared:

For the Complainant –Sri Chitta Ranjan Bagarty
For the Respondent –Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/309/2026

Sri Chitta Ranjan Bagarty,
For Sri Alekh Bagarty,
At/Po-Balipata, Via-Patnagarh,
Dist-Bolangir
Con. No. 912322061670

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.29.06.2026)

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

PROCEEDING OF HEARING DATED : 23.06.2026

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has been served with abnormal & inflated bill from Mar-2026 onwards. Against that, he was deposited meter testing fees and after testing, it is found that the meter is defective. Though the defective meter has replaced with a new meter but the disputed bill has not yet revised. For that inflated bill, the arrear outstanding has been accumulated every month. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

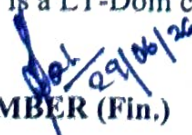
The case was heard in detail.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Patnagarh Sub-division. The consumer represented that he was served with abnormal & inflated bill from Mar-2026 onwards. After deposit of meter testing fees, the meter was tested and found that the said meter is defective. The defective meter has been replaced but the disputed bill has not yet revised. The complainant raised dispute against the said disputed billing period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Dec-2020. The billing dispute


MEMBER (Fin.)


PRESIDENT

raised by the complainant for the inflated KWH recording has been tested and found that the meter with sl. no. LW530059 is showing (+) 19.43% error and is defective. Against that defective meter, a new meter has been replaced on 29th May 2026 with meter sl. no. TWSU51087623. As per OERC Regulation Code, the bill of Mar.-2026 to May-2026 is to be revised as per succeeding six months average consumption of new meter.

Considering the above, the OP requested before the Forum to consider this 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 24th Dec. 2020 and the total outstanding upto May-2026 is ₹ 12,269.48p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was disputed the accuracy of the old meter having meter no. LW530059 which was been installed since the date of power supply. Based on his complaint and after deposit of meter testing fees of ₹ 500/- on 25th May 2026 vide MR no. 44741925052601030001, the said meter was been tested by MMG team on 26th May 2026 and found that there is an error of (+) 19.43% for which the said defective meter has been replaced with anew one on the same day with meter no. TWSU51087623.
2. Now, the consumer claims for revision of inflated bill for the month of Mar-2026 to May-2026. In this regard, CI-155 of OERC Regulation Code 2019 is extracted below,

"Billing with Defective Meter

155. For the period the meter remained defective or was lost, the billing shall be done on the

basis of average meter reading of the past three billing cycles immediately preceding the meter being found/reported defective. These provisional charges shall be leviable for a maximum period of three months during which time the licensee/supplier/consumer is expected to have replaced the defective meter. The provisional bill shall be revised as per the average of six consecutive billing after a new meter is installed. In no case the previous bill can be revised for more than two (2) years prior to the installation of new meter."

Considering the above regulation, the disputed billing period must be revised after availing six months average consumption of new meter.

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 from the month of Mar-2026 to May-2026 must be revised based on average consumption of succeeding six months of new meter under CI-155 of OERC Regulation Code 2019.
2. The meter testing fees of ₹ 500/- deposited by the consumer on 25th May 2026 is to be adjusted against the future energy bill as the meter is found defective.
3. All sundries and adjustments are to be considered during the above revision period.

MEMBER (Fin.)

PRESIDENT



Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven 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 Chitta Ranjan Bagarty, At/Po-Balipata, Via-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."