



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/ 450

Dated, the 29/06/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/311/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Nandalal Deep, At-Niljibahal, Po-Jogimunda, Via-Patnagarh, Dist-Bolangir	912322200590	8144107570
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, Patnagarh	Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	23.06.2026		
5	In the matter of-	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	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 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	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 Nandalal Deep
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/311/2026

Sri Nandalal Deep,
At-Niljibahal, Po-Jogimunda,
Via-Patnagarh, Dist-Bolangir
Con. No. 912322200590

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 consumer Shri Nandalal Deep was present & Shri Debadatta Mahapatra, SDO-Patnagarh Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Nandalal Deep who is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed about the average bill raised from Jun-2014 to Sep-2023. 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 : 23.06.2026

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 average bills from Jun-2014 to Sep-2023 due to meter defective. For that, the total outstanding has been accumulated to ₹ 36,064.94p upto May-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-2012. The billing dispute raised by the complainant for the average billing from Jun-2014 to Sep-2023 was due to meter defective for that period. A new meter with sl. no. LW524699 has been installed on 28th Oct. 2022, thereafter

MEMBER (Fin.)

PRESIDENT



actual billing has been done. But due to delay in billing data updation, the same has reflected in Oct-2023 for which a bill revision has been done and withdrawn ₹ 1,046.86p in Oct-2023, As the average billing period has not yet revised, it needs bill revision as per CI-155 & 157 of OERC Regulation (Conditions of Supply) Code 2019.

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 0.5 KW. The consumer has availed power supply since 09th Oct. 2012 and total outstanding upto May-2026 is ₹ 36,064.94p. 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 Jun-2014 to Sep-2023 which needs bill revision.

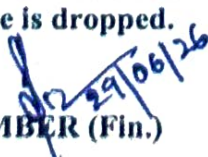
The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW524699 on 28th Oct. 2022, but due to delay in meter data updation, the meter no. has reflected in Oct.-2023 billing for which a delay meter updation revision has been done in Oct.-2023 with a credit of ₹ 1,046.86 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. 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 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 nine 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.

Based on the consumer complaint for revision of bill for the disputed period, it is observed that the present average consumption is more than the previous average billing. If bill revision will be initiated, additional bill will be added with the arrear outstanding and the consumer will not get any financial benefit from the bill revision. Rather, the complainant will be deprived from the bill revision and the purpose of the complainant will not be fulfilled. Hence, the Forum feels to drop the case.

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.

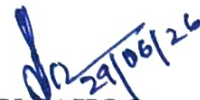
The bill revision against the average billing period under CI-155 & 157 of OERC Regulation 2019 has not been considered as there is no financial benefit to the consumer, hence the case is dropped.


MEMBER (Fin.)


PRESIDENT



Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Nandalal Deep, At-Liljibahal, Po-Jogimunda, 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 Forum."