



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/ 451

Dated, the 29/06/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/312/2026																											
2	Complainant/s	Name & Address Sri Jagabandhu Meher, For Sri Kishor Chandra Meher, At-Daldali, Po-Banaimunda, Via-Patnagarh, Dist-Bolangir		Consumer No 912325010271	Contact No. 8917481093																								
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) <u>155, 157</u></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) <u>155, 157</u>	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 Jagabandhu Meher
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/312/2026

Sri Jagabandhu Meher,
For Sri Kishor Chandra Meher,
At-Daldali, Po-Banaimunda,
Via-Patnagarh, Dist-Bolangir
Con. No. 912325010271

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 Jagabandhu Meher 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 representative of the consumer Shri Jagabandhu Meher who is a LT-Dom. consumer availing a CD of 2.2 KW. He was disputed about the additional bill of ₹ 41,285.02p raised in May-2026. 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.

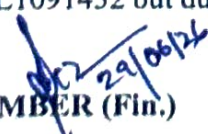
PROCEEDING OF HEARING DATED : 23.06.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III section of Patnagarh Sub-division. The consumer represented that he has served with an additional bill of ₹ 41,285.02 on May-2026. For that, the total outstanding has been accumulated to ₹ 47,355.36p upto May-2026. The complainant raised dispute against the said additional bill 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 Aug.-2005. The billing dispute raised by the complainant for additional billing of ₹ 41,285.02 in May-2026 was due to meter defective period. The energy meter of the consumer has been replaced on 20th Sep. 2022 with meter no. TPWODL1091432 but due to delay in billing data updation, the same has reflected in Jan-2026


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for which a bill revision has been done with actual consumption from the date of meter installation. Accordingly, an amount of ₹ 41,285.02p has been added in the bill of May-2026.

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 2.2 KW. The consumer has availed power supply since 25th Aug. 2005 and total outstanding upto May-2026 is ₹ 47,355.36p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 41,285.02p has been added in the bill of May-2026 illegally which needs to be withdrawn. The OP admitted the complaint and submitted that a new meter has been installed with meter no. TPWODL1091432 on 20th Sep. 2022, but due to delay in meter data updation, the meter no. has reflected in Jan-2026 for which a delay meter updation revision has been done in Apr-2026 with a debit amount of ₹ 41,285.02p and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis.
2. In the instant case, it is surprised that the OP has done provisional billing from May-2023 to Dec-2025 which 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 meter replacement data in billing software to avoid billing dispute.
3. The Forum analysed the billing data and observed that the consumer was billed with actual meter reading till Apr-2023 and thereafter provisional billing continues upto Apr-2026. But the OP submitted that meter replacement has been done on 20th Sep. 2022 with meter no. TPWODL1091432. But the billing data & meter replacement data contradicts. If meter replacement has been done on 20th Sep. 2022 then how actual billing has been done upto Apr-2023 with old meter no. 1991161. Secondly, the OP has raised additional bill for the period 20th Sep. 2022 to Apr-2026. In this regard Cl-155 of OERC Regulation Code 2019 is self-explanatory,

"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."

In the above case, violation of Regulation Code has done by licensee on the followings,

- A. Provisional billing has done from 20th Sep. 2022 to Apr-2026 where the Regulation directed to install a new meter by the licensee / supplier / consumer for a maximum period of three billing cycle.
- B. In billing ledger, actual billing with previous meter has been done till Apr-2023 whereas the OP submitted that the previous meter has been replaced on 20th Sep. 2022 with meter sl.no. TPWODL1091432 which contradicts the statement.

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- C. Additional bill has been raised by the licensee for the period Sep-2022 to Apr-2026 for the provisional billing period where the licensee cannot revise the preceding billing period for more than two years.

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 revise the energy bill from Apr-2024 to Mar-2026 (two year) as per average pro-rated consumption of meter (meter no. TPWODL1091432) considering IMR : 0 (22.09.2022) and FMR : 12402 (May-2026) under CI-155 & 157 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 one month after receipt of GRF order otherwise it will be treated as non-compliance.



29/06/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Jagabandhu Meher, At-Daldali, Po-Banaimunda, 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."