



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର

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/ 478 (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/318/2026																										
2	Complainant/s	Name & Address Sri Sumeet Agrawal, At-Kachharpali, Po-Deogaon, Dist-Bolangir	Consumer No 911524010871	Contact No. 7008197905																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.06.2026																										
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	03.06.2026																										
9	Date of Order	15.07.2026																										
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 Deogaon

Appeared:

For the Complainant - Sri Sumeet Agrawal
For the Respondent - Sri Dipak Ku. Kar, Accountant (Authorised Representative)

Complaint Case No. BGR/318/2026

Sri Sumeet Agrawal,
At-Kachharpali, Po-Deogaon,
Dist-Bolangir
Con. No. 911524010871

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.15.07.2026)

During Camp Court hearing at Deogaon Section office on 07th Jul. 2026, the consumer Shri Sumeet Agrawal was present & Shri Dipak Kumar Kar, Accountant, Balangir Division was present as authorized representative on behalf of opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 07.07.2026

HISTORY OF THE CASE

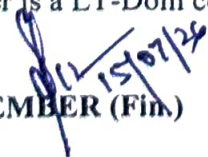
The Complainant is a LT-Dom. consumer availing a CD of 3 KW. The complainant represented that he has been served with abnormal & inflated bill from Jan-2026 to Mar-2026. Against that, he was disputed the meter accuracy and after testing, it was found that the meter was defective. Though the defective 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.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Deogaon section of Tusura Sub-division. The consumer represented that he was served with abnormal & inflated bill from Jan-2026 to Mar-2026. After deposit of meter testing fees, the meter was tested and found that the said meter was 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-2018. 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. WLT264414 is showing (+) 8% error and is defective. Against that defective meter, a new meter has been replaced on 18th Apr. 2026 with meter sl. no. TWSN10001342. As per OERC Regulation Code, the bill of Jan.-2026 to Mar.-2026 to May-2026 is to be revised as per succeeding six months average consumption of new meter. Also, it is pertinent to mention here that the said consumer is availing Solar connection w.e.f. 26th Apr. 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 3 KW. The consumer has availed power supply since 20th Dec. 2018 and the total outstanding upto Jun-2026 is ₹ 16,465.83p. 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. WLT264414 which was installed since Dec-2021. Based on his complaint, the said meter was tested by MMG team on 09th Apr. 2026 and found that there is an error of (+) 8% for which the said defective meter has been replaced with a new one on 18th Apr. 2026 with meter no. TWSN10001342.
2. Now, the consumer claims for revision of inflated bill for the month of Jan.-2026 to Mar-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. However, as submitted by OP, the consumer has availed solar power since 26th Apr. 2026. Hence, to ascertain actual consumption of the consumer, the following modalities to be followed,

Actual consumption of the consumer (A) = Generation unit (B) + Import unit (C) – Export unit (D)

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 Jan-2026 to Mar-2026 must be revised based on actual average consumption of succeeding six months (actual consumption is to be calculated as per modalities stated above) of new meter under CI-155 of OERC Regulation Code 2019.
2. All sundries and adjustments (if any) 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 four months after receipt of GRF order otherwise it will be treated as non-compliance.



15/07/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.KINANDA
PRESIDENT

Copy to: -

1. Sri Sumeet Agrawal, At-Kachharpali, Po-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."