



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/ 462(5)

Dated, the 09th July'2026

Corum:

Er. Sambit Kumar Nanda

-

President

Sri Prasanta Kumar Sahoo

-

Member (Finance)

1	Case No.	Complaint Case No. BGR/319/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sri Trinath Mahakur, At-Ratanpur, Po-Udar, Via-Deogaon, Dist-Bolangir		911524022153	9827825540																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	07.07.2026																																			
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>√</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">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) –			
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	<table border="1"><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 <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <u></u>	3. OERC Conduct of Business) Regulations,2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>	6. Others <u></u>																										
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 <u></u>																																					
3. OERC Conduct of Business) Regulations,2004; Clause <u></u>																																					
4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>																																					
5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>																																					
6. Others <u></u>																																					
8	Date(s) of Hearing	07.07.2026																																			
9	Date of Order	09.07.2026																																			
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 Trinath Mahakur

For the Respondent -Sri Dipak Kumar Kar, Accountant (Auth. Representative)

Complaint Case No. BGR/319/2026

Sri Trinath Mahakur,
At-Ratanpur, Po-Udar,
Via-Deogaon, Dist-Bolangir
Con. No. 911524022153

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.09.07.2026)

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

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Trinath Mahakur who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the provisional & average bill raised from Aug-2021 to Sep-2022. He was 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 : 07.07.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he was served with provisional & average bills from Aug-2021 to Sep-2022 due to meter defective. 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 Sep-2018. The billing dispute raised by the complainant for the average billing done from the month of Aug-2021 to Sep-2022 was due to meter defective. Against that defective meter, a new meter with sl. no. 300029777 has been installed on 07th Sep. 2022, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per Cl-155 of OERC Distribution (Conditions of Supply) Code 2019.

MEMBER (Fin.)

PRESIDENT

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 1 KW. The consumer has availed power supply since 01st Sep. 2018. 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 Aug-2021 to Sep-2022 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. 300029777 on 07th Sep. 2022, thereafter actual billing has been done. 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.

In the instant case, it is surprised that the OP was allowed the consumer to continue with defective meter for more than one year 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.

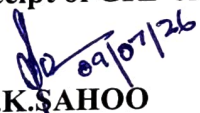
During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 1,676.06p is to be withdrawn from the arrear outstanding.

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 OP has agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 1,676.06p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Trinath Mahakur, At-Ratanpur, Po-Udar, Via-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, Burla.
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."