



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

GRIEVANCE REDRESSAL FORUM, BALANGIR

(Infront of Children's Park),

BALANGIR-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/ 498 (5)

Dated, the 30th July'2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/340/2026																											
2	Complainant/s	Name & Address Sri Kishanlal Agrawal, C/o-New Cloth Store, Near Bus-Stand, At/Po/Dist-Sonepur		Consumer No 915101050113	Contact No. 7978615498																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	18.07.2026																											
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) –		
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><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</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)	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																		
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	18.07.2026																											
9	Date of Order	30.07.2026																											
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 Sonapur

Appeared:

For the Complainant - Sri Kishanlal Agrawal
For the Respondent - Sri Saroj Kumar Kanda, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/340/2026

Sri Kishanlal Agrawal,
C/o-New Cloth Store,
Near Bus-Stand,
At/Po/Dist-Sonapur
Con. No. 915101050113

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.30.07.2026)

During Camp Court hearing at Sonapur Sub-division Office on 18th Jul. 2026, the consumer Shri Kishanlal Agrawala was present & Shri Saroj Kumar Kanda, SDO-Sonapur was present as opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.07.2026

HISTORY OF THE CASE

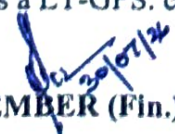
The Complaint petition filed by the consumer Shri Kishanlal Agrawala who is a LT-GPS. consumer availing a CD of 0.34 KW. He was disputed about the average bill raised from Oct-2025 to Jun-2026. He was filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonapur Section of Sonapur Sub-division. The complainant represented that he was served with average bills from Oct-2025 to Jun-2026 due to meter defective. For that, the total outstanding arrear has been accumulated to ₹ 7,837.27p upto Jun.-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-GPS. consumer availing power supply since Mar.-2001. The billing dispute


MEMBER (Fin.)


PRESIDENT

raised by the complainant for the average billing from Oct-2025 to Jun-2026 was due to meter defective for that period. A new meter with sl. no. TWSU11092601 has been installed on 16th Jul. 2026, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision.

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-GPS. consumer with a CD of 0.34 KW. The consumer has availed power supply since 02nd Mar. 2001 and total outstanding upto Jun.-2026 is ₹ 7,837.27p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he has been served with average bills from Oct-2025 to Jun-2026 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSU11092601 on 16th Jul. 2026 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter in obedience to OERC Regulation.

The Forum analysed the billing ledger and observed that the consumer was billed with "PROVISIONAL" basis for the month of Oct-2025 with 640 units, thereafter no bill has been generated till May-2026 billing month. On 16th Jul. 2026, a new meter has been installed with meter no. TWSU11092601.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than nine months 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.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 7,837.27p upto Jun.-2026.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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.



MEMBER (Fin.)

PRESIDENT



1. The energy bills raised to the consumer from Oct-2025 to Jun-2026 is to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (16.07.2026) & FMR of Feb-2027 under CI-155 & 157 of OERC Distribution 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 eight 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 Kishanlal Agrawal, C/o-New Cloth Store, Near Bus-Stand, At/Po/Dist-Sonepur-767017.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Balangir.
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."