



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Sambit Kumar Nanda (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

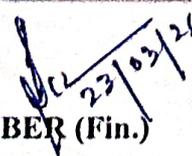
Memo No.GRF/BGR/Order/ 169^(G)

Dated, the 23/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/39/2026		
2	Complainant/s	Name & Address Sri Krutibas Nag, For Sri Dayanidhi Nag, At-Tangarsahi, Po-B.M.Pur, Dist-Sonepur	Consumer No 915202021138	Contact No. 9777517200
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	19.01.2026		
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) <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		
8	Date(s) of Hearing	19.01.2026	05.02.2026	12.03.2026
9	Date of Order	23.03.2026		
10	Order in favour of	Complainant	√	Respondent
				Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)


PRESIDENT

Place of Hearing: Dt.19.01.2026- Camp Court at B.M.Pur
Dt.12.03.2026- GRF, Bolangir



Appeared:

For the Complainant
For the Respondent

-Sri Krutibas Nag
-Sri Somanath Seth, S.D.O (Elect.), B.M.Pur (Dt.19.01.2026)
Sri Satya Priya Mahala, JSK-II (Auth. Rep.) (Dt.12.03.2026)



Complaint Case No. BGR/39/2026

Sri Krutibas Nag,
For Sri Dayanidhi Nag,
At-Tangarsahi, Po-B.M.Pur,
Dist-Sonepur
Con. No. 915202021138

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

OPPOSITE PARTY

ORDER
(Dt.23.03.2026)

The consumer appealed before the Forum at B M Pur Camp court on 19th Jan. 2026 which was registered as Case no. 39 of 2026. The complainant disputed the erroneous bill raised in Jun.-2021 with 6794 units and subsequently average billing till Jan.-2024. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

Accordingly, hearing was conducted at spot in presence of both parties.

During Camp Court hearing at B.M.Pur Sub-Division Office on 19th Jan. 2026, the representative of the consumer Shri Krutibas Nag was present & Shri Somanath Seth, SDO-B.M.Pur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Krutibas Nag who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that erroneous bill has been raised in Jun-2021 with 67694 units and subsequently average billing done till Jan.-2024. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

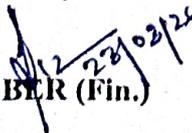
The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.01.2026

Appeared:

For the Complainant
For the Respondent

-Sri Krutibas Nag
-Sri Somanath Seth, S.D.O (Elect.), B.M.Pur


MEMBER (Fin.)


PRESIDENT

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur Section of B M Pur Sub-division. The complainant reiterated the above dispute and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jul.-2018. The billing dispute raised by the complainant for the billing month of Jun-2021 with 6794 units requires field verification for which the case should be adjourned to some other date.

Considering the above, the said case was adjourned to 05th Feb. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

Due to lack of Corum of the Forum, the case which was listed for hearing on 05th Feb. 2026 was adjourned and intimated to both the parties vide letter no. 83, dated 04th Feb. 2026.

The Case was listed for hearing on 12th Mar. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.03.2026

Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Satya Priya Mahala, JSK-II (Auth. Rep.)

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The consumer has reiterated the above dispute 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 documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul-2018. The billing dispute raised by the complainant for the inflated billing done in the month of Jun-2021 with 6794 units and from next month onwards average billing till Jan-2024 is a genuine dispute and subsequently the said meter has been replaced with meter no. TPWODL1121157, thereafter actual billing is going on.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The case is perused with all available documents in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 02nd Jul. 2018 and the arrear outstanding upto Dec.-2025 is ₹ 47,919.06p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing abstract, the consumer was billed with 6794 units in Jun-2021. In the next immediate month, the said meter became defective for which average billing was done till Jan-2024. It is seen that, On 01st Nov. 2022, the defective meter has been replaced with a new meter having meter no. TPWODL1121157. But due to delay in upload of meter replacement data in billing database, it has been reflected in Feb-2024 with CMR : 1008. A bill revision has been done

MEMBER (Fin.)

PRESIDENT

for the average billing period and withdrawn ₹ 2,914.25p in the bill of Mar-2024 as per actual meter reading. Hence, there is no error in the billing from Nov-2022 onwards. Such delay of reflection of metering data at the end of OP 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 updation of meter data within standard time as prescribed by Hon'ble OERC.

From the above, the Forum observed that there is abnormality in the monthly bill of Jun-2021 to Oct-2022. Hence, the billing for the said period is treated as erroneous and needs bill revision under Cl-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 47,919.06p upto Dec.-2025.

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 bills raised to the consumer from Jun-2021 to Oct-2021 is to be revised as per succeeding months average consumption of new meter by considering IMR : 0 (01.11.2022) & FMR : 1008 (Feb-2024) under Cl-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 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 Krutibas Nag, At-Tangarsahi, Po-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."