



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.bgr@rediffmail.com) / [Grf.bolangir@tpwesternodisha.com](mailto:Grf.bolangir@tpwesternodisha.com)

Bench: Er. Sambit Kumar Nanda (President),

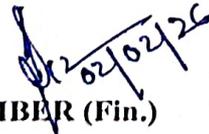
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 74

Dated, the 02/02/2026

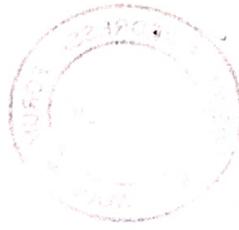
**Corum:** Er. Sambit Kumar Nanda - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/47/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Trilochan Bag, For Smt. Mamata Bag, At-Karlabahali, Po-Khagsa, Via-Kantabanji, Dist-Bolangir		912212063111	7077997654
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	21.01.2026			
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	21.01.2026			
9	Date of Order	02.02.2026			
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 Tureikela



**Appeared:**

For the Complainant - Sri Trilochan Bag  
For the Respondent - Sri Sanjay Tirkey, S.D.O (El.), Kantabanji

**Complaint Case No. BGR/47/2026**

Sri Trilochan Bag,  
For Smt. Mamata Bag,  
At-Karlabahali, Po-Khagsa,  
Via-Kantabanji, Dist-Bolangir  
Con. No. 912212063111

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.02.02.2026)**

During Camp Court hearing at Tureikela Section office on 21<sup>st</sup> Jan. 2026, the representative of the consumer Shri Trilochan Bag was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by Shri representative of the consumer Shri Trilochan Bag who is LT-Dom. consumer availing a CD of 1 KW. He has disputed the erroneous bill raised in May-2021 with 7444 units & Sep-2021 with 4280 units and subsequently average billing till May-2025. 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.

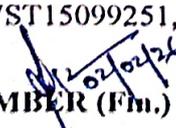
**PROCEEDING OF HEARING DATED : 21.01.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The consumer represented that he has been served with erroneous & fictitious bill in the month of May-2021 with 7444 units & Sep-2021 with 4280 units and subsequently provisional bill till Jul-2022. For that, the arrear has been accumulated to ₹ 1,51,583.98p till Dec.-2025. 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 documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug.-2020. The billing dispute raised by the complainant for the inflated billing done in the month of May-2021 with 7444 units & Sep-2021 with 4280 units and from next month onwards average billing till May-2025 was due to defective meter and subsequently the said meter has been replaced on 15<sup>th</sup> Jun. 2025 with meter no. TWST15099251, thereafter actual billing is going on.

  
**MEMBER (Fm.)**

  
**PRESIDENT**

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 13<sup>th</sup> Aug. 2020 and the arrear outstanding upto Dec.-2025 is ₹ 1,51,583.98p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing abstract, the consumer has availed power supply since 13<sup>th</sup> Aug. 2020 where the 1<sup>st</sup> bill has been generated in Feb.-2021 with "PROVISIONAL" status. As per OERC Regulation Code, it is the responsibility of the licensee to serve the energy bill to the consumer with actual meter reading but in this case, the licensee has generated 1<sup>st</sup> bill after six months of power supply and also with provisional status. The Forum advised the OP to take necessary step to serve the bill in the next month after energization with actual meter reading. The consumer was served provisional bill from the date of power supply to Apr-2021 thereafter in May-2021 with 7444 units. In the next immediate month, again provisional bill continues till Aug.-2021, thereafter in Sep-2021 with 4280 units. From the next month, the said meter became defective for which average billing was done till Jul-2022. Thereafter, no bill has been generated till Mar-2025. From Apr-2025, monthly bill has been generated with "AVERAGE" status till 14<sup>th</sup> Jun. 2025. On 15<sup>th</sup> Jun. 2025, the OP has replaced the defective meter with a new meter having meter no. TWST15099251, thereafter actual billing is going on.

From the above, the Forum observed that there is abnormality in the monthly bill from the 1<sup>st</sup> generated bill to Jul-2022. Hence, the billing for the said period is treated as erroneous and needs bill revision under CI-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 ₹ 1,51,583.98p 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 13<sup>th</sup> Aug. 2020 to Jul-2022 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (15.06.2025) & FMR : 117 (Dec.-2025) 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 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 Trilochan Bag, At-Kurlabahali, Po-Khagsa, Via-Kantabanji, Dist-Bolangir-767038.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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](http://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."**