



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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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/ 63⁶⁵

Dated, the 31/01/2026

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/50/2026 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Srikanta Luha, For Sri Makardhwaja Luha, At-Budibahal, Po-Tureikela, Dist-Bolangir | | 912212140048 | 6301652414 |
| 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 | 31.01.2026 | | | |
| 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 Kantabanji



Appeared:

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



Complaint Case No. BGR/50/2026

Sri Srikanta Luha,
For Sri Makardhwaja Luha,
At-Budibahal, Po-Tureikela,
Dist-Bolangir
Con. No. 912212140048

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.31.01.2026)

During Camp Court hearing at Kantabanji Sub-division office on 21st Jan. 2026, the representative of the consumer Shri Srikanta Luha was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Srikanta Luha who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the average bill raised from Dec22/Jan23 to Jan-2024. He has 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 : 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 was served with average bills from Dec22/Jan23 to Jan-2024 due to meter defective. For that, the total outstanding has been accumulated to ₹ 8,207.59p upto 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug.-2011. The billing dispute raised by the complainant for the average billing from Dec22/Jan23 to Jan-2024 was due to meter defective for that period. A new meter with sl. no. TWB127281 has been installed on 19th Feb. 2024, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

MEMBER (Pn.)

21/01/26

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 18th Aug. 2011 and total outstanding upto Dec.-2025 is ₹ 8,207.59p. 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 Dec22/Jan23 to Jan-2024 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB127281 on 19th Feb. 2024, 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 has 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 ₹ 1,350.34p is to be withdrawn from the arrear outstanding.

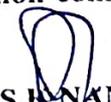
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 1,350.34p. 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.R.NANDA
PRESIDENT

Copy to: -

1. Sri Srikanta Luha, At-Budibahal, Po-Tureikela, Dist-Bolangir-767039.
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 → 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."