



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No. GRF/BGR/Order/ 699

Dated, the 23/09/2025

**Corum:**

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/509/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Lokeswar Majhi, At-Beherensilet, Po-Chatuanka, Via-Kantabanji, Dist-Bolangir		912212050725	7749848191																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	22.09.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) –		
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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) 155, 157</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) 155, 157	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																		
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8	Date(s) of Hearing	22.09.2025																											
9	Date of Order	23.09.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Dabri

**Appeared:**

**For the Complainant**

–Sri Lokeswar Majhi

**For the Respondent**

–Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/509/2025**

Sri Lokeswar Majhi,  
At-Beherensilet, Po-Chatuanka,  
Via-Kantabanji, Dist-Bolangir  
Con. No. 912212050725

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**

**(Dt.23.09.2025)**

During Camp Court hearing at Dabri Grid S/s on 22<sup>nd</sup> Sep. 2025, the consumer Shri Lokheswar Majhi was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Lokheswar Majhi who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bills raised from Jun-2016 to Nov-2020 and erroneous bill raised in Feb-Mar/2023 with 972 units. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case has heard in detail.

**PROCEEDING OF HEARING DATED : 22.09.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that he was served with average bills from Jun-2016 to Oct-2020 and erroneous bill in Feb-Mar/2023 with 972 units. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

He has stated that due to such disputed bill, he has not made regular payment for which the arrear outstanding has been accumulated to ₹ 71,975.26p upto Jul-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

### **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-Dom. consumer availing power supply since Jan.-2012 and total outstanding upto Jul.-2025 is ₹ 71,975.26p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that due to meter defective, he was served with average bills from Jun-2016 to Oct-2020. The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWST1751777 on 28<sup>th</sup> Nov. 2020 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four years 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 ₹ 20,460.50p is to be withdrawn from the arrear outstanding.

2. The consumer represented that erroneous reading & inflated billing has been done in Feb-Mar/2023 with 972 units which needs bill revision as per actual meter reading. The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 3,012.41p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 71,975.26p upto Jul.-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.

CO-OPTED MEMBER

MEMBER (Fin.)


PRESIDENT




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 ₹ 23,472.91p (₹ 20,460.50p + ₹ 3,012.41p). 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.

  
**K.S. PADHEE**  
CO-OPTED MEMBER

  
**P.K. SAHOO**  
MEMBER (Fin.)

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Lokeswar Majhi, At-Beherensilet, Po-Chatuanka, Via-Kantabanji, 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](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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**