



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfwesco.bgr@rediffmail.com / Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/

753⁵¹

Dated, the

22/10/2025

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/533/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ishwara Chandra Rana, For Sri Kamal Lochan Rana, At/Po-Chandotara, Via-Sindhekela, Dist-Bolangir		912134020355	7683940463																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	15.10.2025																											
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 & 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) –		
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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	15.10.2025																											
9	Date of Order	22.10.2025																											
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 Sindhekela

Appeared:

For the Complainant - Sri Ishwara Chandra Rana
For the Respondent - Sri Binay Ku. Panigrahi, S.D.O (El.), Titilagarh

Complaint Case No. BGR/533/2025

Sri Ishwara Chandra Rana,
For Sri Kamal Lochan Rana,
At/Po-Chandotara, Via-Sindhekela,
Dist-Bolangir
Con. No. 912134020355

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.22.10.2025)

During Camp Court hearing at Sindhekela Section office on 15th Oct. 2025, the representative of the consumer Shri Ishwar Chandra Rana was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Ishwar Chandra Rana who is a LT-Dom. consumer availing a CD of 0.11 KW. He has disputed about the erroneous bills raised during Oct-Nov/2017 to Jul-2022 where the meter was in running condition. 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 : 15.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The consumer represented that he has been served with erroneous bills during Oct-Nov/2017 to Jul-2022 where the meter was running. For that, the total outstanding has been accumulated to ₹ 15,434.23p upto Sep-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-Domestic consumer availing power supply since Dec-2016. The billing dispute

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MEMBER (Fin.)

PRESIDENT

raised by the complainant for the erroneous billing from Oct-Nov/2017 to Jul-2022 is a genuine dispute. During the said disputed period, the meter was running but due to erroneous meter status punched by the concerned meter reader, the consumer was billed on average basis. The matter has been detected during Aug-2022 billing and "O" code meter status correction has been done with CMR : 3550. As the above-stated period bill has not been 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-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 27th Nov. 2013 and total outstanding upto May-2025 is ₹ 27,262.90p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done from Oct-Nov/2017 to Jul-2022 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in the above-stated period, the consumer was billed with average basis instead of meter reading basis. The meter status has been rectified in Aug.-2022 with CMR : 3550.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than four years where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided 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 ₹ 3,741.95p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 15,434.23p upto Sep-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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 3,741.95p. 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.

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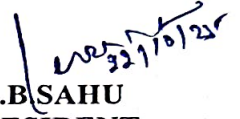
PRESIDENT



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 Ishwara Chandra Rana, At/Po-Chandotara, Via-Sindhekela, Dist-Bolangir-767005.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bholaagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."