



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/ 805⁵

Dated, the 14/11/2025

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/568/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sri Bhagaban Dash, For Sri Upendra Ku. Mahapatra, At/Po-Bhainsa, Via-Patnagarh, Dist-Bolangir		912311110422	9777721897																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																																	
4	Date of Application	12.11.2025																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td>15. Others (Specify) –</td><td colspan="3"></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	12.11.2025																																			
9	Date of Order	14.11.2025																																			
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 Patnagarh

Appeared:

For the Complainant - Sri Bhagaban Dash
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/568/2025

Sri Bhagaban Dash,
For Sri Upendra Ku. Mahapatra,
At/Po-Bhainsa, Via-Patnagarh, Dist-Bolangir
Con. No. 912311110422

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.14.11.2025)

During Camp Court hearing at Patnagarh Sub-division Office on 12th Nov. 2025, the representative of the consumer Shri Bhagaban Dash was present & Shri Debadatta Mohapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Bhagaban Dash who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bill which has been raised from Aug.-2024 to Nov.-2024. He has also 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 : 12.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The consumer represented that he has been served with average bills from Aug.-2024 to Nov.-2024 due to meter defective. For that, the total outstanding has been accumulated to ₹ 2,213.31p upto Oct-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

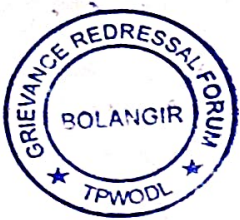
SUBMISSION OF OPPOSITE PARTY DURING HEARING

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 Aug-2024 to Nov-2024 was due to meter defective for that period. A new meter with sl. no. TWSP51217545 has been installed on 28th Dec. 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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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 2 KW. The consumer has availed power supply since 29th Aug. 2011 and total outstanding upto Oct-2025 is ₹ 2,213.31p. 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 Aug-2024 to Nov-2024 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSP51217545 on 28th Dec. 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 restricted to preceding two year.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four months 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 ₹ 2,059.40p is to be withdrawn from the arrear outstanding.

During the hearing process, the consumer intimated that he is not getting physical bill since last six months for which he is facing difficulty while making payment. The OP verified the billing data and intimated that the consumer has opted e-bill option for which there is no distribution of physical bill and also the consumer is getting benefit of ₹ 10/- per month for opting e-bill. The consumer submitted that now he wants to get physical bill every month for which the Forum directed to deactivate the e-bill option immediately.

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 OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 2,059.40p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
2. The OP is directed to deactivate the e-bill option in the billing database so that the consumer will get physical bill every month.

Case is disposed off accordingly.

CO-OPTED MEMBER

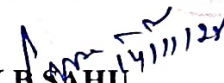
MEMBER (Fin.)

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.

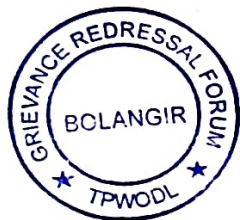

K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Bhagaban Dash, At/Po-Bhainsa, Via-Patnagarh, Dist-Bolangir-767048.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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), GRIPCO Colony, P.O:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."