



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. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 829

Dated, the 26/11/2025

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

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

1	Case No.	Complaint Case No. BGR/589/2025																											
2	Complainant/s	Name & Address Sri Kailash Dandasena, For Sri Chandrasekhar Dandasena, At-Ghantbahal, Po-Muribahal, Dist-Bolangir		Consumer No 912213010794	Contact No. 8144947354																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	21.11.2025																											
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) –		
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	<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																		
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																													
8	Date(s) of Hearing	21.11.2025																											
9	Date of Order	26.11.2025																											
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 Gudighat

Appeared:

For the Complainant

-Sri Kailash Dandasena

For the Respondent

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

Complaint Case No. BGR/589/2025

Sri Kailash Dandasena,
For Sri Chandrasekhar Dandasena,
At-Ghantbahal, Po-Muribahal,
Dist-Bolangir
Con. No. 912213010794

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.26.11.2025)

During Camp Court hearing at Gudighat Grid S/s on 21st Nov. 2025, the representative of the consumer Shri Kailash Dandasena was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition was filed by the representative of the consumer Shri Kailash Dandasena who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 35,574.02p debited in the bill of Oct-2022. 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 : 21.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that he has been served an additional bill of ₹ 35,574.02p in the month of Oct-2022 without any reason. For that, the total outstanding has been accumulated to ₹ 36,829.39p 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 Jul.-2007. The billing dispute raised by the complainant about additional bill of ₹ 35,574.02p has been raised based on actual meter

CO-OPTED MEMBER

MEMBER (Pin.)

PRESIDENT



reading recorded in the meter. The consumer was billed with average billing from Jan.-2016 to Oct-2022 for defective meter. A new meter with sl. no. WLT243575 has been installed on 25th Sep. 2021, thereafter actual billing has been done. But due to delay in meter updation data, it has been reflected in Oct-2021 bill. Taking into consideration of actual meter reading of Oct-2022, differential unit of 6018 units has been billed in Oct-2022.

Considering the above, the OP requested before the Forum to reject the petition of the complainant 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 31st Jul. 2007 and total outstanding upto Oct-2025 is ₹ 36,829.39p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 35,574.02p has been billed illegally which needs bill revision.

The OP submitted that the consumer was billed with average billing from Jan-2016 to Oct-2022. A new meter has been installed with meter no. WLT243575 on 25th Sep. 2021, thereafter actual billing has been done but due to delay in meter data updation, the meter no. has been reflected in late i.e. after one year for which a delay meter updation revision of ₹ 35,574.02p was debited in Oct.-2022 for the period of Sep-2021 to Oct-2022 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than five 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 proactive 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 hearing process, the complainant raised dispute about the meter installation date and stated that the meter has been installed during Apr-2020 whereas the OP stated that as per billing data, the said meter has been installed on 25th Sep. 2021. The Forum directed the OP to submit the meter installation documents which should have generated at the time of meter installation. The OP has unable to submit the meter installation form and submitted that the said documents has been damaged by the white ants. Due to non-availability of the said document, the Forum analysed the consumption pattern. The outcome is,

New meter no. WLT243575

Meter installation date (submitted by OP)	25.09.2021	
Total consumption unit from 25.09.21 to Oct-2022	7412	571 units / month

Meter installation date (submitted by Complainant)	APR-2020	
Total consumption unit from Apr-2020 to Oct-2022	7412	239 units / month

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

From the meter photo, it is found that the meter manufactured in Dec-2019. If transit, storage and other formality time period is to be considered, it is to be taken for another six months which implies that the meter has been installed during Jul-2020. The above analysis is found genuine with the consumption comparison of Pre Vs post meter installation consumption. As the OP is unable to produce the meter installation report, the benefit of doubt goes in favour of the complainant. Hence, the meter installation date is to be considered as Jul-2020 in stead of 25th Sep. 2021.


Taking into consideration of above facts, the bills raised from Jul-2020 to Nov-2022 is to be recasted as per actual meter reading of the meter.


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 bill raised to the consumer from Jul-2020 to Nov-2022 is to be recasted by considering IMR-0 (Jul-2020) & CMR: 7412 (Nov.-2022).
2. DPS is to be levied on the revised bill as per OERC guidelines.
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.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Kailash Dandasena, At-Ghantbahal, Po-Muribahal, Dist-Bolangir-767037.
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."