



## 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/ 820/6

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/590/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Suresh Dandasena, At-Bandupala, Po-Ichhapada, Via-Muribahal, Dist-Bolangir		912213092726	Contact No.	
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-	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) 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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
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 Suresh Dandasena  
For the Respondent —Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji



Complaint Case No. BGR/590/2025

Sri Suresh Dandasena,  
At-Bandupala, Po-Ichhapada,  
Via-Muribahal, Dist-Bolangir  
Con. No. 912213092726

**COMPLAINANT**

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 21<sup>st</sup> Nov. 2025, the consumer Shri Suresh Dandasena was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition was filed by the consumer Shri Suresh Dandasena who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that the average bill has been raised from Dec-2024 to Apr-2025. 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 with average bills from Dec-2024 to Apr-2025 due to meter defective. For that, the total outstanding has been accumulated to ₹ 11,773.49p 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.-2024. The billing dispute raised by the complainant for the average billing from Dec-2024 to Apr-2025 was due to meter defective for that period. A new meter with sl. no. TWST15020641 has been installed on 08<sup>th</sup> May 2025, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision as per Cl-155 of OERC Regulation (Conditions of Supply) Code 2019.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
Page 2 of 3

**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 1 KW. The consumer has availed power supply since 13<sup>th</sup> Aug. 2024 and total outstanding upto Oct-2025 is ₹ 11,773.49p. 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 Dec-2024 to Apr-2025 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWST15020641 on 08<sup>th</sup> May 2025, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter as per Cl-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 five months which violates Cl-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 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 ₹ 5,847.38p 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 ₹ 5,847.38p. 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

Copy to: -

1. Sri Suresh Dandasena, At-Bandupala, Po-Ichhapada, Via-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.

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

**S.K.NANDA**  
PRESIDENT

*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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**