



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/ 832/65

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/593/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Ananta Baghar, At-Saraspada, Po-Patrapali, Via-Muribahal, Dist-Bolangir		912213041606	9178400239	
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)		
				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	✓		
11	Details of Compensation awarded, if any.	Nil				

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Muribahal



Appeared:

For the Complainant
For the Respondent

—Sri Ananta Baghar
—Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/593/2025

Sri Ananta Baghar,
At-Saraspada, Po-Patrapali,
Via-Muribahal, Dist-Bolangir
Con. No. 912213041606

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.26.11.2025)

During Camp Court hearing at Muribahal Section office on 21st Nov. 2025, the consumer Shri Ananta Baghar was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ananta Baghar who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 17,493.87p raised in the bill of May-2025 and requested for bill revision. 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 complainant represented that an additional bill of ₹ 17,493.87p has been debited in the bill of May-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Apr.-2016. The billing dispute raised by the complainant for the additional bill of ₹ 17,493.87p has been raised in May-2025 bill in obedience to Cl-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill due to average billing made from Mar-2019 to Aug-2024. On 11th Sep. 2024, the defective meter has been replaced with a new meter having meter no. TWB667148. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 17,493.87p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted for a period of preceding two year.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

However, the OP has revised the additional bill during Jul-2025 and withdrawn ₹ 2,052.58p and credited in the bill.

Based on the above, the OP requested before the Forum to reject the complaint of 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 19th Apr. 2016 and total outstanding upto Oct.-2025 is ₹ 21,988.65p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 17,493.87p has been added in the bill of May-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Mar-2019 and continued with same status till Aug.-2024 billing. The OP has replaced the defective meter with a new meter on 11th Sep. 2024 with meter no. TWB667148 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute was raised for imposition of additional bill of ₹ 17,493.87p for delay replacement of meter by the OP. Off-late, the OP has replaced the meter after five years of meter defective, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised Cl-155 of OERC Dist. (Conditions of Supply) Code 2019.

However, the OP has revised the additional bill in Jul.-2025 and withdrawn ₹ 2,052.58p by way of bill revision and credited in the bill. As the OP has revised the additional bill, the complaint of the consumer has been taken care by OP and thereafter there is no dispute in the energy bill.

2. The complainant has not paid the monthly bill regularly for which the arrear total has been accumulated to ₹ 21,988.65p upto Oct.-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 has revised the additional bill by way of bill revision and has withdrawn ₹ 2,052.58p in Jul-2025. Hence, the complaint of the complainant has been taken care of and resolved by OP and the complainant is liable to pay the revised bill. So, the complaint of the complainant is hereby rejected.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.R. NANDA
PRESIDENT

Copy to: -

1. Sri Ananta Baghar, At-Saraspada, Po-Patrapali, Via-Muribahal, 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 → 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."