



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/ 622/65

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/595/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Aju Barge, Branch Manager, For R.R.B, Mahalai, At/Po-Mahalai, Via-Jarasingha, Dist-Bolangir		911523050118	7978289404	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	24.11.2025				
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	24.11.2025				
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 Tusura

Appeared:

For the Complainant —Sri Aju Barge
For the Respondent —Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/595/2025



Sri Aju Barge,
Branch Manager,
For R.R.B, Mahalai,
At/Po-Mahalai, Via-Jarasingha,
Dist-Bolangir
Con. No. 911523050118

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.26.11.2025)

During Camp Court hearing at Tusura on 24th Nov. 2025, the representative of the consumer Shri Aju Barge was present & Shri Narottam Maharana, SDO-Tusura Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Aju Barge who is a LT-GPS consumer availing a CD of 1.5 KW. He has disputed about the additional bill of ₹ 29,556.14p raised in Jan.-2023 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 : 24.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura section of Tusura Sub-division. The consumer represented that he has been served with an additional bill of ₹ 29,556.14 in Jan.-2023 bill where the meter was running. For that, the total outstanding has been accumulated to ₹ 42,367.36p 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-GPS consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the erroneous billing of Jan.-2023 is not 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 from Nov.-2019 to Jan.-2023.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 4

PRESIDENT



The matter has been detected during Feb.-2023 billing and "O" code meter status correction has been done with CMR : 49033. Accordingly, the differential unit has been billed in Jan.-2023 with tariff slab benefit from Nov.-2019 to Jan.-2023.

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-GPS. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Oct-2025 is ₹ 42,367.36p. 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 in Jan.-2023 and debited of ₹ 29,556.14p in the energy bill which needs bill revision.

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 from Nov.-2019 to Jan.-2023. The meter status has been rectified in Feb.-2023 with CMR: 49033.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than three years where the meter was running with OK status in the field for which the consumer has raised dispute. Due to delay in resolving 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 ₹ 23,698.84p (₹ 29,556.14p - ₹ 5,857.30p) 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 ₹ 42,367.36p 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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 23,698.84p (₹ 29,556.14p - ₹ 5,857.30p). 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.

CO-OPTED MEMBER

MEMBER (Fin.)
26/11/23

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

26/11/25
P.K.SAHOO
MEMBER (Fin.)

26/11/25
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Aju Barge, Branch Manager, C/o-R.R.B Mahalai, At/Po-Mahalai, Via-Jarasingha, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."