



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/ 877/51

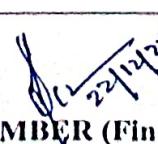
Dated, the 22/12/2025

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/599/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Ashish Kumar Sahoo, At-Satyanarayanganpada, Po/Dist-Bolangir		911124140470	8249979134	
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	27.11.2025				
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	11.12.2025				
9	Date of Order	22.12.2025				
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others		
11	Details of Compensation awarded, if any.	Nil				


CO-OPTED MEMBER

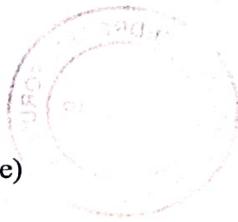

MEMBER (Fin.)


PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Ashish Kumar Sahoo
For the Respondent -Sri Swadhin Sahu, OAG-II (Auth. Representative)



Complaint Case No. BGR/599/2025

Sri Ashish Kumar Sahoo,
At-Satyaranayana, Pada,
Po/Dist-Bolangir
Con. No. 911124140470

COMPLAINANT

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.22.12.2025)

During hearing at Forum office on 11th Dec. 2025, the complainant Shri Ashish Kumar Sahu was present & Shri Swadhin Sahu, OAG-II, Balangir-1 Sub-division (Authorised representative of OP) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ashish Kumar Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the provisional & average bill raised from different times and accumulation of arrear thereof. 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 : 11.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV section of Balangir-1 Sub-division. The complainant represented that he has been served with provisional & average bills from time to time. For that disputed bill, the total outstanding has been accumulated to ₹ 45,545.81p upto Nov.-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-Domestic consumer availing power supply since Oct-2013. The billing dispute raised by the complainant for the provisional & average billing from Oct-2017 to Jul-2022 was due to meter defective for that period. A new meter with sl. no. TPWODL1012755 has been installed on 27th Jul. 2022 against that defective meter, thereafter actual billing has been done. But due to meter protocol delay in database updation, the same has been reflected in Aug-2022 billing with CMR : 5094. After receipt of consumer compliant, it is found that the said meter has been installed

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

on Jan.-2022 in stead of 27th Jul. 2022. For that, a bill revision has been done for delay meter updation and withdrawn ₹ 4,965.97p in the bill of Mar.-2023. In this case, the OP has already revised the disputed billing period and there is no further bill revision required.

Considering the above, the OP requested before the Forum to consider this and to 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 is availing power supply since 25th Oct. 2013 and total outstanding upto Nov.-2025 is ₹ 45,545.81p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from time to time which needs bill revision.

The OP admitted the complaint and submitted that due to meter defective, the consumer was served with average bill from Oct-2017 to Jul-2022. Against that defective meter, a new meter has been installed with meter no. TPWODL1012755 on 27th Jul. 2022 and thereafter actual billing has been done. Though, as per database, the meter has been installed on 27th Jul. 2022 but it has been verified with billing database and found that, the meter has been installed on Jan.-2022 but due to delay in database updation, it has been reflected in the bill of Aug-2022 with CMR : 5094. For that, a delay meter updation bill revision has been done in Mar-2023 and withdrawn ₹ 4,965.97p.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four years. 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.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 45,545.81p upto Nov.-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 complaint of the complainant has properly been addressed by OP and withdrawn ₹ 4,965.97p in the bill of Mar-2023. Hence, the present case is dropped and the complainant is advised to clear the arrear outstanding.

Case is disposed off accordingly.

K.S.PADME¹
CO-OPTED MEMBER

P.K.SAHOO²
MEMBER (Fin.)

S.K.NANDA³
PRESIDENT

Copy to:-

1. Sri Ashish Kumar Sahoo, At-Satyanarayana Pada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
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."