



## 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/ 863

Dated, the 16/12/2025

**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/604/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nabin Naik, For Sri Tikeswar Naik, At-Kirabahal, Po-Luhasingha, Dist-Bolangir		912314111708	8260579653																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	10.12.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) –		
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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)</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)	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																		
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8	Date(s) of Hearing	10.12.2025																											
9	Date of Order	16.12.2025																											
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 Juria

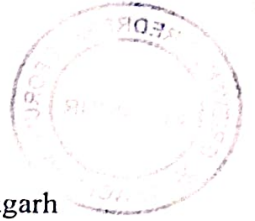
Appeared:

For the Complainant

-Sri Nabin Naik

For the Respondent

-Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh



**Complaint Case No. BGR/604/2025**

Sri Nabin Naik,  
For Sri Tikeswar Naik,  
At-Kirabahal, Po-Luhasingha,  
Dist-Bolangir  
Con. No. 912314111708

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.16.12.2025)**

During Camp Court hearing at Juria Grid S/s on 10<sup>th</sup> Dec. 2025, the representative of the consumer Shri Nabin Naik was present & Shri Debadatta Mohapatra, SDO-Patnagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Nabin Naik who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the additional bill of ₹ 2,826.05p raised in the bill of Sep.-2024 and requested for bill revision. Also, the complainant disputed that he is not getting the physical bill since last six months. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 10.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khaprakhhol section of Patnagarh Sub-division. The complainant represented that an additional bill of ₹ 2,826.05p has been debited in the bill of Sep.-2024 illegally which needs to be withdrawn and requested before the Forum for revision of bill. Also, the complainant represented for physical bill which he is not getting since last six months.

**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 Dec-2016. The billing dispute raised by the complainant for the additional bill of ₹ 2,826.05p has been raised in Sep-2024 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from Oct-2021 to

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Jul-2023. On 31<sup>st</sup> Aug. 2023, the defective meter has been replaced with a new meter having meter no. TWSP51030592. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 2,826.05p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period.

In regard to non-receipt of physical bill, it is observed that the consumer might have opted for e-bill earlier due to which he is not getting the physical bill. If the consumer is not interested for e-bill where he is getting additional ₹ 10/- p.m. against monthly bill, this e-bill facility is to be de-activated and the consumer will get monthly physical bill.

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 23<sup>rd</sup> Dec. 2016 and total outstanding upto Nov.-2025 is ₹ 2,731.69p. 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 ₹ 2,826.05p has been added in the bill of Sep-2024 which needs to be withdrawn.
2. The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Oct-2021 and continued with same status till Sep-2023 billing. The OP has replaced the defective meter with a new meter on 31<sup>st</sup> Aug. 2023 with meter no. TWSP51030592 and has reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 2,826.05p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one & half year 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 CI-155 of OERC Dist. (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 pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Besides the above, there is no error in the billing.
3. Regarding distribution of monthly physical bill and in response to the version of OP, the Forum observed that earlier the consumer has opted for e-bill for which the consumer is getting a benefit of ₹ 10/- p.m. in the energy bill. It is the option of the consumer whether he is interested for e-bill and will get the extra financial benefit in the monthly bill or not. During the course of hearing, the complainant represented for physical bill and the OP has activated the option of monthly physical bill. The Forum appreciated the immediate response of OP for quick redressal of consumer grievances.

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.

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PRESIDENT

1. The additional bill of ₹ 2,826.05p has been raised in the bill of Sep.-2024 by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected.
2. The OP has activated the monthly physical bill and ensure before the Forum that from next month onwards, the consumer will get monthly physical bill. As the complaint of the complainant has been redressed by OP, the petition of the complainant is hereby dropped.

Case is disposed off accordingly.



  
**K.S. PADHEE**  
CO-OPTED MEMBER

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

  
**S.K. NANDA**  
PRESIDENT

Copy to: -

1. Sri Nabin Naik, At-Kirabahal, Po-Luhasingha, Dist-Bolangir-767027.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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](http://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."