



## 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/ 867/59

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/609/2025                     |  |  |             |  |
| 2  | Complainant/s                            | Name & Address                                      |  | Consumer No  |             |  |
|    |  | Sri Jana Bag,<br>At/Po-Luhasingha,<br>Dist-Bolangir |  | 912314111608   | Contact No. |  |
| 3  | Respondent/s                             | Name<br>S.D.O (Elect.), TPWODL, Patnagarh           |  | Division<br>Titilagarh Electrical Division,<br>TPWODL, Titilagarh                      |             |  |
| 4  | Date of Application                      | 10.12.2025  |  |  |             |  |
| 5  | In the matter of-                        | 1. Agreement/Termination                            |  | 2. Billing Disputes  |             |  |
|    |  | 3. Classification/Reclassification of Consumers     |  | 4. Contract Demand / Connected Load  |             |  |
|    |  | 5. Disconnection /<br>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;<br>Clause(s)                    |             |  |
|    |  |   |  | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>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;<br>Clause |             |  |
|    |  |   |  | 6. Others  |             |  |
| 8  | Date(s) of Hearing                       | 10.12.2025  |  |  |             |  |
| 9  | Date of Order                            | 16.12.2025  |  |  |             |  |
| 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: Camp Court at Juria



Appeared:

For the Complainant -Sri Jana Bag  
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh



Complaint Case No. BGR/609/2025

Sri Jana Bag,  
At/Po-Luhasingha,  
Dist-Bolangir  
Con. No. 912314111608

**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 consumer Shri Jana Bag was present & Shri Debadatta Mohapatra, SDO-Patnagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Jana Bag who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the additional bill of ₹ 4,365.28p 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 : 10.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khaprakhol section of Patnagarh Sub-division. The complainant represented that an additional bill of ₹ 4,365.28p 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 Mar.-2016. The billing dispute raised by the complainant for the additional bill of ₹ 4,365.28p 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 raised for the average billing made from May-2023 to Jul-2024. On 24<sup>th</sup> Aug. 2024, the defective meter has been replaced with a new meter having meter no. TWB159198. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 4,365.28p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period i.e. from May-2023 to Jul-2024.

*[Signature]*  
**CO-OPTED MEMBER**

*[Signature]*  
**MEMBER (Fin.)**  
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*[Signature]*  
**PRESIDENT**

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 0.5 KW. The consumer has availed power supply since 19<sup>th</sup> Mar. 2016 and total outstanding upto Nov.-2025 is ₹ 5,219.79p. 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 ₹ 4,365.28p has been added in the bill of May-2025 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. May-2023 and continued with same status till Jul-2024 billing. The OP has replaced the defective meter with a new meter on 24<sup>th</sup> Aug. 2024 with meter no. TWB159198 and has been 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 ₹ 4,365.28p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one year and two months 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 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 Cl-155 of OERC Dist. (Conditions of Supply) Code 2019. Besides the above, there is no error in the billing.
3. The complainant has not paid the monthly bill regularly for which the arrear outstanding has been accumulated to ₹ 5,219.79p 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 additional bill of ₹ 4,365.28p as has been raised in the bill of May-2025 by the opposite party is in obedience to Cl-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.**

Case is disposed off accordingly.

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

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

  
**S.K. NANDA**  
**PRESIDENT**

Copy to: -

1. Sri Jana Bag, At/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 → 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."**