



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/ 156^{ES}

Dated, the 19/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/61/2026		
2	Complainant/s	Name & Address Sri Gunanidhi Sahu, For Sri Tilaram Sahu, At/Po-Tandigaon, Via-Tusura, Dist-Bolangir	Consumer No 911523290130	Contact No. 9777620386
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	17.02.2026		
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	17.02.2026		
9	Date of Order	19.03.2026		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tusura

Appeared:

For the Complainant -Sri Gunanidhi Sahu
For the Respondent -Sri Narottam Maharana, S.D.O (El.), Tusura

Complaint Case No. BGR/61/2026

Sri Gunanidhi Sahu,
For Sri Tilaram Sahu,
At/Po-Tandigaon, Via-Tusura,
Dist-Bolangir
Con. No. 911523290130

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.19.03.2026)

During Camp Court hearing at Tusura Sub-division office on 17th Feb. 2026, the representative of the consumer Shri Gunanidhi Sahu was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Gunanidhi Sahu who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the average bill raised from Aug-2021 to till date. He has filed his grievances for actual billing on meter reading basis and revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

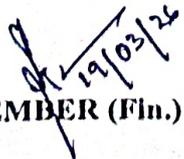
PROCEEDING OF HEARING DATED : 17.02.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura Section of Tusura Sub-division. The complainant represented that he is being served with average bills from Aug-2021 onwards to till date where the meter is in running condition. For that inflated bill, the total outstanding has been accumulated to ₹ 18,624.79p upto Dec.-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-Dom. consumer availing power supply since Sep.-2013. The billing dispute raised by the complainant for the average billing from Aug-2021 to till date needs field verification to ascertain about the meter status for which seven days in required to submit the detailed report.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

As committed by OP, they were failed to submit the required report within scheduled time for which reminder was given through e-mail & WA. Finally, they have inspected the premises on 13th Mar. 2026 and submitted the report on 14th Mar. 2026 before the Forum.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 30th Sep. 2013 under DOM category and total outstanding upto Dec.-2025 is ₹ 18,624.79p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that the energy meter installed in his premises is in running condition but the OP is raising monthly on average basis considering the meter as defective. The OP inspected the meter and metering arrangement on 13th Mar. 2026 and found that the meter is in running condition and CMR on that date is 3263. The inspection report submitted by OP has taken into report.

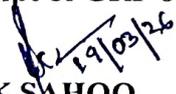
From the above, it is clear evident that the existing meter i.e. meter no. WLT266663 is in running condition and CMR on 13th Mar. 2026 is 3263. Hence, the bills raised for the previous period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

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.

1. The energy bill of the consumer must be should by way of recasting from the date of power supply to 13th Mar. 2026 by considering IMR : 0 (30.09.2013) and CMR : 3601 (13.03.2026).
2. The metering status of the consumer must be amended from AVERAGE and OK status and monthly bill must be raised on actual meter reading basis.

Case is disposed off accordingly.

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.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Gunanidhi Sahu, At/Po-Tandigaon, Via-Tusura, Dist-Bolangir-767030.
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."