



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/

897

Dated, the

30/12/2025

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/628/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Binod Bihari Rana, For Sri Naba Kishor Rana, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir		912123061925	9178226149																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	15.12.2025																											
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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	15.12.2025																											
9	Date of Order	30.12.2025																											
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 Kholan

Appeared:

For the Complainant –Sri Binod Bihari Rana
For the Respondent –Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/628/2025

Sri Binod Bihari Rana,
For Sri Naba Kishor Raha,
At/Po-Kholan, Via-Titilagarh,
Dist-Bolangir
Con. No. 912123061925

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.30.12.2025)

During Camp Court hearing at Kholan on 15th Dec. 2025, the representative of the consumer Shri Binod Bihari Rana was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Binod Bihari Rana who is a LT-Dom. consumer availing a CD of 3 KW. He has disputed about the additional bill of ₹ 54,797.99p raised in the bill of May-2023 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 : 15.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 54,797.99p has been debited in the bill of May-2023 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 prior to Apr-1999. The billing dispute raised by the complainant for the additional bill of ₹ 54,797.99p has been raised in May-2023 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to be paid by the consumer. The reason of additional bill raised due to average billing made from Oct-2013 to Sep.-2021 due to meter defective. On 28th Oct. 2021, the defective meter has been replaced with a new meter having meter no. WHL010625. After meter replacement, the monthly bills has been generated on actual basis. The additional bill of ₹ 54,797.99p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

restricted for a period of preceding two year from the meter installation date. However, based on consumer complaint and in reference to TPWODL guidelines they have initiated bill revision proposal for withdrawal of pre-vesting period assessment.

Based on 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 3 KW. The consumer is availing power supply prior to Apr-1999 and total outstanding upto Nov.-2025 is ₹ 1,57,216.16p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 54,797.99p has been added in the bill of May-2023 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Oct-2013 and continued with same status upto Sep-2021. The OP has been replaced the defective meter with a new meter on 28th Oct. 2021 with meter no. WHL010625 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute was raised for imposition of additional bill of ₹ 54,797.99p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after eight years of meter defective which violates Cl-155 of OERC Distribution (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.

During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines which will take some more time for obtaining departmental approval. Taking into consideration of above, the Forum allowed fifteen days to obtain approval of same.

On dated 31st Dec. 2025, the OP intimated the Forum that the above-said proposal has been approved by higher authority and reflected in the bill with a withdrawal amount of ₹ 33,390.74p. The Forum appreciated the initiatives of OP to resolve the case with minimum possible time period.

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 revised the upward assessment amount and withdrawn ₹ 33,390.74p from the energy bill of the consumer. As the OP has resolved the complaint of the complainant, the present case is dropped herewith.

Case is disposed off accordingly.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Binod Bihari Rana, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir-767066.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."