



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/ 900

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/632/2025																										
2	Complainant/s	Name & Address Smt. Rashmibala Routray, At/Po-Titilagarh, Blockpada, Dist-Bolangir	Consumer No 912131040163	Contact No. 9776955262																								
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 border="1"><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 border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</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) 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																		
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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 Titilagarh

Appeared:

For the Complainant
For the Respondent

–Smt. Rashmibala Routray
–Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/632/2025

Smt. Rashmibala Routray,
At/Po-Titilagarh, Blockpada,
Dist-Bolangir
Con. No. 912131040163

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 consumer Smt. Rashmibala Routray was present & Shri Binaya Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Smt. Rashmibala Routray who is a LT-Dom. consumer availing a CD of 4 KW. He has disputed about the average bill raised from Oct-2024 to Apr-2025. She has filed her 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 : 15.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Is section of Titilagarh Sub-division. The consumer represented that she was served with average bills from Oct-2024 to Apr-2025 due to meter defective. For that, the total outstanding has been accumulated to ₹ 13,785.23p 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-Dom. consumer availing power supply since Nov.-2006. The billing dispute raised by the complainant for the average billing from Oct-2014 to Apr-2025 was due to meter defective for that period. A new meter with sl. no. TWST15024939 has been installed on 26th May 2025, thereafter actual billing has been done. As the above-stated period bill has not revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 4 KW. The consumer is availing power supply since 01st Nov. 2006 and total outstanding upto Nov.-2025 is ₹ 13,785.23p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to meter defective, she was served with average bills from Oct-2024 to Apr-2025 which needs bill revision. The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWST15024939 on 26th May 2025, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter as per Cl-155 of OERC Regulation (Conditions of Supply) Code 2019.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 3,252.93p is to be withdrawn from the arrear outstanding.

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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 3,252.93p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Smt. Rashmibala Routray, At/Po-Titilagarh, Blockpada, Dist-Bolangir-767033.
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."