



## 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/ 112<sup>65</sup>

Dated, the 10/03/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/65/2026		
2	Complainant/s	Name & Address Sri Ganesh Budhia, For Sri Kunja Bihari Pradhan, At-Kuturla, Po-Mursingh, Via-Deogaon, Dist-Bolangir	Consumer No 911001013057	Contact No. 8917594830
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) <u>155, 157</u> 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	10.03.2026		
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 Jarasingha

**Appeared:**

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

**Complaint Case No. BGR/65/2026**

Sri Ganesh Budhia,  
For Sri Kunja Bihari Pradhan,  
At-Kuturla, Po-Mursingh,  
Via-Deogaon, Dist-Bolangir  
Con. No. 911001013057

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.10.03.2026)**

During Camp Court hearing at Jarasingha PSS on 17<sup>th</sup> Feb. 2026, the representative of the consumer Sri Ganesh Budhia was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Ganesh Budhia who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bill raised from Jan.-2025 to Oct.-2025. He has filed his 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 : 17.02.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon section of Tusura Sub-division. The complainant represented that he has been served with average bills from Jan.-2025 to Oct.-2025 due to meter defective. For that, the total outstanding arrear has been accumulated to ₹ 16,228.54p upto Jan.-2026. 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 Apr.-2021. The billing dispute raised by the complainant for the average billing from Jan.-2025 to Oct.-2025 was due to meter defective for that period. A new meter with sl. no. TWSP51301133 has been installed on 04<sup>th</sup> Dec. 2025, thereafter actual billing has been done. As the above-stated period bill has not yet revised, it needs bill revision.

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

MEMBER (Fin.)

PRESIDENT

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 23<sup>rd</sup> Apr. 2021 and total outstanding upto Jan.-2026 is ₹ 16,228.54p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he has been served with average bills from Jan.-2025 to Oct-2025 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSP51301133 on 04<sup>th</sup> Dec. 2025 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter in obedience to OERC Regulation.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for eleven months which violates CI-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. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

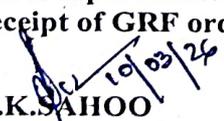
2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 16,228.54p upto Jan.-2026.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution 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 bills raised to the consumer from Jan.-2025 to Oct.-2025 is to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (04.12.2025) & FMR of Jun.-2026 under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within four months 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 Ganesh Budhia, At-Kuturla, Po-Mursingh, Via-Deogaon, Dist-Bolangir-767029.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**