

## 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/ 919<sup>B</sup>

Dated, the 31/12/2025

**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/651/2025																											
2	Complainant/s	Name & Address Sri Jogeswar Bag, For Sri Radheshyam Bag, At-Dumermunda, Po-Kumbhari, Via-Saintala, Dist-Bolangir		Consumer No 912421112071	Contact No. 8018824279																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	19.12.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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	19.12.2025																											
9	Date of Order	31.12.2025																											
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 Karamtala

**Appeared:**

**For the Complainant** - Sri Jogeswar Bag  
**For the Respondent** - Sri Ansuman Sahoo, S.D.O (Elect.), Saintala  
Sri Rakesh Ku. Mishra, Jr. Accountant



**Complaint Case No. BGR/651/2025**

Sri Jogeswar Bag,  
For Sri Radheshyam Bag,  
At-Dumermunda, Po-Kumbhari,  
Via-Saintala, Dist-Bolangir  
Con. No. 912421112071

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.31.12.2025)**

During Camp Court hearing at Karamtala on 19<sup>th</sup> Dec. 2025, the representative of the consumer Shri Jogeswar Bag was present & Shri Rakesh Kumar Mishra, Jr. Accountant, Saintala Sub-division was present on behalf of opposite party.

**HISTORY OF THE CASE**

The Complaint petition was filed by the consumer Shri Jogeswar Bag who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bill raised from the date of power supply to Oct-2014. 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 : 19.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Saintala section of Saintala Sub-division. The consumer represented that he was served with average bills from the date of power supply to Oct-2014 due to meter defective. For that, the total outstanding has been accumulated to ₹ 50,617.72p 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**

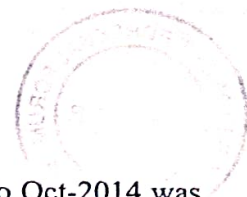
The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since May-2007. The billing dispute

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
Page 2 of 4

**PRESIDENT**





raised by the complainant for the average billing from the date of power supply to Oct-2014 was due to meter defective for that period. A new meter with sl. no.01912588 has been installed during Nov.-2014, thereafter actual billing has been done. As the above-stated period bill has not yet 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.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 09<sup>th</sup> May 2007 and total outstanding upto Nov.-2025 is ₹ 50,617.72p. 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, he has been served with average bills from the date of power supply to Oct-2014 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. 01912588 during Nov-2014, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

It is observed by the Forum that the consumer has availed power supply with defective meter from the initial date of power supply to Oct-2014 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future. Also, in this instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than seven years 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.

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 ₹ 6,442.27p 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 ₹ 6,442.27p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

CO-OPTED MEMBER 


MEMBER (Fin.) 


PRESIDENT 



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. Sri Jogeswar Bag, At-Dumermunda, Po-Kumbhari, Via-Saintala, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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](http://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."**