

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))

Memo No.GRF/BGR/Order/ 272

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/68/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Kailash Chand Agrawal, At/Po-Kantabanji, Road No. 05, Dist-Bolangir		912211060011	9937074631
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	19.02.2026			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	19.03.2026	09.04.2026		
9	Date of Order	16.04.2026			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	Others
11	Details of Compensation awarded, if any.	Nil			


MEMBER (Fin.)

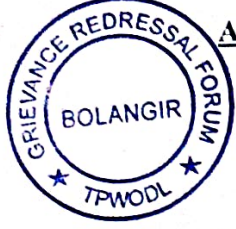

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji



Complaint Case No. BGR/68/2026

Sri Kailash Chand Agrawal,
At/Po-Kantabanji, Road No. 05,
Dist-Bolangir
Con. No. 912211060011

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.16.04.2026)

The consumer was appealed before the Forum vide his application dated 15th Feb. 2026 which has registered on Case no. 68 of 2026. The complainant was disputed about the additional bill of ₹ 42,080.80p raised in the bill of May-2023 and accumulation of arrear thereon. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 19th Mar. 2026. Accordingly, notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 0.5 KW. He was disputed about the additional bill of ₹ 42,080.80p raised in the bill of May-2023 and accumulation of arrear thereon. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.03.2026

Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

As the complainant was absent on the above-said date, the case was adjourned to 09th Apr. 2026. Accordingly, hearing date was fixed on 09th Apr. 2026. Accordingly, notice was served to both the parties to remain present on the date with relevant documents.


MEMBER (Fin.)


PRESIDENT



PROCEEDING OF HEARING DATED : 09.04.2026

Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

As like previous date, the complainant was absent. No communication was received from the complainant regarding non-appearance of hearing date. In the meanwhile, the case is pending for more than 45 days with the Forum for disposal. Hence, the Forum is of the opinion that the matter is to be decided as per available documents and statement of opposite party.

DETAILED CASE HISTORY

The consumer is a LT-GPS consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the additional bill of ₹ 42,080.80p has been raised in May-2023 bill. The OP reminded the consumer for making payment whereas the complainant denies to make payment and requested for withdrawal of the said additional bill.

in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from Aug-2016 to Mar-2022. On 20th Nov. 2021, the defective meter has been replaced with a new meter having meter no. WHL040502. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 42,080.80p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period restricted to preceding two year prior to meter replacement.

PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 19th Oct. 2023 addressed to SDO-Kantabanji.

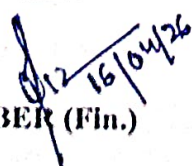
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum and submitted billing ledger along with written version. On defence, he intimated that the consumer is a LT-GPS consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the additional bill of ₹ 42,080.80p has been raised in May-2023 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised for the average billing made from Aug-2016 to Mar-2022. On 20th Nov. 2021, the defective meter has been replaced with a new meter having meter no. WHL040502. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 42,080.80p has been raised based on the consumption pattern of succeeding six months of new meter and calculated for the meter defective period restricted to preceding two year prior to meter replacement.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The complainant was appealed before the Forum through registered post but the the complainant was not appeared in the hearing dates continuously for which the Forum has recorded this as a **Serious Note**.


MEMBER (Fin.)


PRESIDENT



The consumer is a LT-GPS. consumer with a CD of 0.5 KW. The consumer has availed power supply prior to Apr-1999. 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 ₹ 42,080.80p has been added in the energy bill in May-2023 bill without any reason which needs to be withdrawn.


The OP submitted before the Forum that, the energy meter installed in the premises has gone defective w.e.f. Aug.-2016 and continued with same status till Mar.-2022. The OP was replaced the defective meter with a new meter on 20th Nov. 2021 with meter no. WHL040502 and has reflected in the bill. But due to delay in meter data updation, the meter no. has reflected in Feb.-2022 bill for which a delay meter updation revision has been done in Feb.-2023 with a debit of ₹ 8,522.51 based on his actual consumption. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 42,080.80p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after five years of meter defective, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. Also, such delay of meter replacement 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 CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Besides the above, there is no error in the billing.

In the above case, the OP followed CI-155 of OERC Regulation Code-2019 and calculated the additional bill for a period of preceding two year from the date of meter replacement.

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 additional bill of ₹ 42,080.80p raised in the bill of May-2023 by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Besides that, there is no error in the monthly bill. Hence, the complaint of the complainant is hereby rejected.

Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Kailash Chand Agrawal, At/Po-Kantabanji, Road No. 05, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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:Bhoiuagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."