



## 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 Krupasinidhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 114

Dated, the 10/03/2026

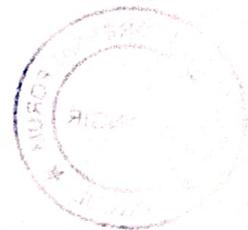
**Corum:** Er. Sambit Kumar Nanda - President  
Sri Prasanta Kumar Sahoo - Member (Finance)

1	Case No.	Complaint Case No. BGR/69/2026		
2	Complainant/s	Name & Address Sri Jitu Meher, For Sri Bideshi Meher, At/Po-Chanabahal, Via-Muribahal, Dist-Bolangir	Consumer No 912001020759	Contact No. 9777837637
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	20.02.2026		
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) 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	20.02.2026		
9	Date of Order	10.03.2026		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Muribahal



**Appeared:**

For the Complainant - Sri Jitu Meher  
For the Respondent - Sri Sanjaya Tirkey, S.D.O (El.), Kantabanji



**Complaint Case No. BGR/69/2026**

Sri Jitu Meher,  
For Sri Bideshi Meher,  
At/Po-Chanabahal, Via-Muribahal,  
Dist-Bolangir  
Con. No. 912001020759

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.10.03.2026)**

During Camp Court hearing at Muribahal Section office on 20<sup>th</sup> Feb. 2026, the representative of the consumer Shri Jitu Meher was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition has filed by the representative of the consumer Shri Jitu Meher who is a LT-Dom. consumer availing a CD of 2.5 KW. He has disputed about the average & provisional bill till May-2024. 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 : 20.02.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Muribahal Section of Kantabanji Sub-division. The consumer represented that he was served with average & provisional bills from the date of power supply to May-2024 due to meter defective. For that, the total outstanding has been accumulated to ₹ 5,649.16p 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-Irr. consumer availing power supply since Nov-2014. The billing dispute raised by the complainant for the average billing from the date of power supply i.e. 18<sup>th</sup> Nov. 2014 to May-2024 was due to no meter in his premises. A new meter with sl. no. TWSC59019246 has been

  
MEMBER (Fin.)

  
PRESIDENT

installed on 27<sup>th</sup> Jun. 2024, thereafter actual billing has been done. In regard to billing dispute, a bill revision has been done in the month of Jul-2024 for the period of Nov.-2014 to Oct-2023 and withdrawn ₹. 44,633.36p from the bill. Now, the rest period i.e. Nov-2023 to May-2024 has not been 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-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 18<sup>th</sup> Nov. 2014 and total outstanding upto Jan.-2026 is ₹ 5,649.16p. As complained by the complainant and submission of OP, it is observed by the Forum that,

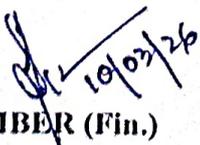
1. The consumer has availed power supply without meter from the date of power supply i.e. 18<sup>th</sup> Nov. 2014 and continue with same status till May-2024 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.

Against, the OP has revised the bill in Jul-2024 based on the certification of Asst. Executive Engineer, OLC, Balangir vide letter no. 74, dated 07.05.2024 for the period Nov.-2014 to Oct-2023 and withdrawn ₹ 44,633.36p in the month of Jul-2024.

Now, the balance period i.e. Nov-2023 to May-2024 needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

2. In the instant case, it is surprised that the OP has allowed the consumer to continue with without meter till May-2024. From the billing ledger, it is seen that, a new meter has been installed on 27<sup>th</sup> Jun. 2024 with meter no. TWSC59019246, thereafter actual billing has been done. Such type of delay in meter installation 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.
3. 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 ₹ 2,057.85p is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 5,649.16p upto Jan.-2026.



  
MEMBER (Fin.)

  
PRESIDENT

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 has convinced with the proposed withdrawal amount of ₹ 2,057.85p. 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.



*18/02/20*  
P.K.SAHOO  
MEMBER (Fin.)

*[Signature]*  
S.K.NANDA  
PRESIDENT



Copy to: -

1. Sri Jitu Meher, At/Po-Chanabahal, Via-Muribahal, 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](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(Š), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**