



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/ 119⁽⁵⁾

Dated, the 10/02/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/74/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Balgopal Baghar, At/Po-Muribahal, Dist-Bolangir	912001022345	7894432842
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	<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) <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	20.02.2026		
9	Date of Order	10.03.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

10/02/26
MEMBER (Fin.)

10/02/26
PRESIDENT

Place of Hearing: Camp Court at Gudighat

Appeared:

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

Complaint Case No. BGR/74/2026

Sri Balgopal Baghar,
At/Po-Muribahal,
Dist-Bolangir
Con. No. 912001022345

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.10.03.2026)

During Camp Court hearing at Gudighat PSS on 20th Feb. 2026, the consumer Shri Balgopal Baghar was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Balgopal Baghar who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about the average & provisional bill from the date of power supply to Oct-2023. 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 Tureikela Section of Kantabanji Sub-division. The consumer represented that he was served with average & provisional bills from the date of powers supply to Oct-2023 due to meter defective. For that, the total outstanding has been accumulated to ₹ 21,688.98p 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-2016. The billing dispute raised by the complainant for the average & provisional billing from the date of power supply i.e. 22nd Nov. 2016 to Oct.-2023 was due to no meter in his premises. A new meter with sl. no. 10052810 has been installed on 02nd Dec. 2023 thereafter actual billing has been done. As the above-stated period bill has not been revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

MEMBER (Fin.)

PRESIDENT

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 22nd Nov. 2016 and total outstanding upto Jan.-2026, is ₹ 21,688.98p. As complained by the complainant and submission of OP, it is observed by the Forum that,

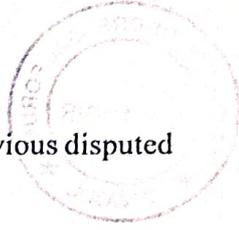
1. The consumer has availed power supply without meter from the date of power supply i.e. 22nd Nov. 2016 and continue with same status till 01st Dec. 2023 which violates Cl-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
The OP admitted the complaint about average & provisional billing and submitted that a new meter with sl. no. 10052810 has been installed on 02nd Dec. 2023, thereafter actual billing has been done. Due to billing with unmetered status and provisional bills till Nov-2023, the consumer was served with average bills from the date of supply to Nov-2023 resulting accumulation of arrear outstanding. 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 restricted to a period of preceding two year from the date of meter installation.
2. In the instant case, it is surprised that the OP has allowed the consumer to continue with without meter status years together which violates Cl-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 ₹ 9,259.24p 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 ₹ 21,688.98p upto Jan.-2026.

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 ₹ 9,259.24p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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.

10/02/20
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Balgopal Baghar, At/Po-Muribahal, Dist-Bolangir-767037.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."