



# 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/ 122

Dated, the 10/03/2026

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/80/2026		
2	Complainant/s	Name & Address Smt. Urmila Bhoi, For Smt. Champa Bhoi, At-Narabahali, Po-Belgaon, Via-Saintala, Dist-Bolangir	Consumer No 912422100360	Contact No. 7008571401
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	23.02.2026		
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	23.02.2026		
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 Belgaon

**Appeared:**

For the Complainant -Smt. Urmila Bhoi  
For the Respondent -Sri Ansuman Sahoo, S.D.O (El.), Saintala



**Complaint Case No. BGR/80/2026**

Smt. Urmila Bhoi,  
For Smt. Champa Bhoi,  
At-Narabahali, Po-Belgaon,  
Via-Saintala, Dist-Bolangir  
Con. No. 912422100360

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

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

During Camp Court hearing at Belgaon Section Office on 23<sup>rd</sup> Feb. 2026, the representative of the consumer Smt. Urmila Bhoi was present & Shri Ansuman Sahoo, SDO-Saintala Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition has filed by the representative of the consumer Smt. Urmila Bhoi who is a LT-Dom. consumer availing a CD of 1 KW. She has disputed about the average bill raised from Jan-2015 to Dec-2019. 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.

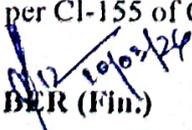
**PROCEEDING OF HEARING DATED : 23.02.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belgaon section of Saintala Sub-division. The representative of the consumer represented that she was served with average bills from Jan-2015 to Dec-2019 due to meter defective. For that, the total outstanding has been accumulated to ₹ 7,692.54p 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 Jun-2013. The billing dispute raised by the complainant for the average billing from Jan.-2015 to Dec-2019 was due to meter defective for that period. A new meter with sl. no. LWB516611 has been installed on 29<sup>th</sup> Dec. 2019, 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.

  
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-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 07<sup>th</sup> Jun. 2013 and total outstanding upto Jan.-2026 is ₹ 7,692.54p. 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 Jan.-2015 to Dec.-2019 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW516611 on 29<sup>th</sup> Dec. 2019, 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.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for five 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.

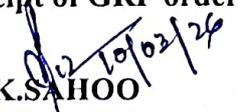
During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 6,400.44p is to be withdrawn from the arrear outstanding.

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 has convinced with the proposed withdrawal amount of ₹ 6,400.44p. 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.

  
**P.K. SAHOO**  
MEMBER (Fin.)

  
**S.K. NANDA**  
PRESIDENT

Copy to: -

1. Smt. Urmila Bhoi, At-Narabahali, Po-Belgaon, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**