

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)

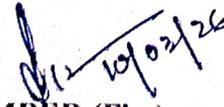
Memo No.GRF/BGR/Order/ 123^{ES}

Dated, the 10/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/81/2026		
2	Complainant/s	Name & Address Sri Santa Behera, At/Po-Siskela, Via-Saintala, Dist-Bolangir	Consumer No 912422040478	Contact No. 9938509996
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
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)


PRESIDENT

Place of Hearing: Camp Court at Belgaon



Appeared:

For the Complainant - Sri Santa Behera
For the Respondent - Sri Ansuman Sahoo, S.D.O (El.), Saintala



Complaint Case No. BGR/81/2026

Sri Santa Behera,
At/Po-Siskela, Via-Saintala,
Dist-Bolangir
Con. No. 912422040478

- **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 23rd Feb. 2026, the consumer Shri Santa Behera 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 consumer Shri Santa Behera who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that an additional bill of ₹ 10,003.00p has been debited in the bill of Nov.-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

The case was heard in detail.

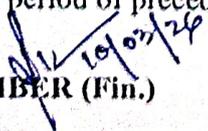
PROCEEDING OF HEARING DATED : 23.02.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belgaon section of Saintala Sub-division. The complainant represented that an additional bill of ₹ 10,003.00p has been debited in the bill of Nov.-2025 illegally which needs to be withdrawn and requested before the Forum for revision of 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 Feb.-2007. The billing dispute raised by the complainant for the additional bill of ₹ 10,003.00p has been raised in Nov.-2025 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 due to average billing made from Oct-2021 to Feb-2025 due to meter defective. On 31st Mar. 2025, the defective meter has been replaced with a new meter having meter no. TWB352348. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 10,003.00p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted for a period of preceding two year from the date of meter replacement.


MEMBER (Fin.)


PRESIDENT

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 consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 09th Feb. 2007 and total outstanding upto Jan.-2026 is ₹ 9,978.84p. 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 ₹ 10,003.00p has been added in the bill of Nov.-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Oct.-2021 and continue with same status till 30th Mar. 2025. The OP has replaced the defective meter with a new meter on 31st Mar. 2025 with meter no. TWB352348 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 10,003.00p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after three year of meter defective 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. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 6,549.59p is to be debited and ₹ 10,003.00p which was debited in the bill of Nov.-2025 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 initiated the re-assessment of upward assessed amount and the petitioner has convinced with the proposal. Accordingly, the re-assessed amount of ₹ 6,549.59p is to be debited and the upward assessment of ₹ 10,003.00p which was debited in the bill of Nov.-2025 is to be withdrawn. 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.KUNANDA
PRESIDENT

Copy to: -

1. Sri Santa Behera, At/Po-Siskela, 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 → 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."