



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/ 125 (5)

Dated, the 10/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/83/2026		
2	Complainant/s	Name & Address Sri Bhubaneswar Sahu, For Sri Khirodra Sahu, At-Khajurpada, Po-Budabahal, Dist-Bolangir	Consumer No 912421210157	Contact No. 7608946581
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 Saintala

Appeared:

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

Complaint Case No. BGR/83/2026

Sri Bhubaneswar Sahu,
For Sri Khirodra Sahu,
At-Khajurpada, Po-Budabahal,
Dist-Bolangir
Con. No. 912421210157

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.10.03.2026)

During Camp Court hearing at Saintala Sub-division office on 23rd Feb. 2026, the representative of the consumer Shri Bhubaneswar Sahu was present & Shri Ansuman Sahoo, SDO-Saintala Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bhubaneswar Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 6,316.54p raised in the bill of Nov-2025 and accumulation of arrear thereon. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

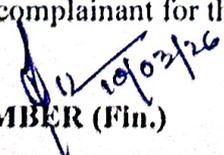
PROCEEDING OF HEARING DATED : 23.02.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Saintala section of Saintala Sub-division. The complainant represented that an additional bill of ₹ 6,316.54p has been debited in the bill of Nov.-2025 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since May-2014. The billing dispute raised by the complainant for the additional bill of ₹ 6,316.54p has been raised in Nov.-2025 bill


MEMBER (Fin.)


PRESIDENT



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 Apr-May/2015 to Jan.-2025. On 01st Mar. 2025, the defective meter has been replaced with a new meter having meter no. TWB163772. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 6,316.54p 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. The accumulation of arrear is due to non-payment of consumer from time to time.

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

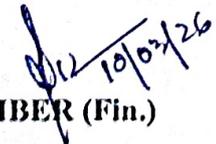
FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 15th May 2014 and total outstanding upto Jan.-2026 is ₹ 17,141.65p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 6,316.54p has been added in the bill of Nov.-2025 which needs to be withdrawn. Also, inflated bill has been raised by the OP which needs bill revision.
2. The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Apr-May/2015 and continued with same status till Jan.-2025. The OP has replaced the defective meter with a new meter on 01st Mar. 2025 with meter no. TWB163772 and has 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 ₹ 6,316.54p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after nine 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. In the instant case, the OP has exercised CI-155 of OERC Dist. (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. Besides the above, there is no error in the billing and accumulation of arrear is due to non-payment of the consumer from time to time.
3. The complainant has not paid the monthly bill regularly for which the arrear outstanding has been accumulated to ₹ 17,141.65p 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.




MEMBER (Fin.)


PRESIDENT



The additional bill of ₹ 6,316.54p has been raised in the bill of Nov.-2025 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.

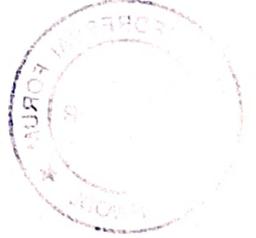
Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Bhubaneswar Sahu, At-Khajurpada, Po-Budabahal, 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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."