



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))

Memo No.GRF/BGR/Order/ 300


Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/85/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ashok Kumar Dalai, For Late Baisakhu Dalai, At/Po-Chandanbhati, Dist-Bolangir		911225010071	9938663557 8917511741
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.03.2026			
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) <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	19.03.2026			
9	Date of Order	27.04.2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			


MEMBER (Fin.)

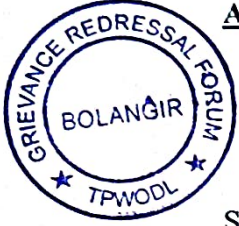

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant -Sri Ashok Kumar Dalai
For the Respondent -Smt. Itishree Sahoo, OAG-II (Auth. Representative)



Complaint Case No. BGR/85/2026

Sri Ashok Kumar Dalai,
For Late Baisakhu Dalai,
At/Po-Chandanbhati, Dist-Bolangir
Con. No. 911225010071

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.27.04.2026)

The consumer was appealed before the Forum vide his application dated 06th Mar. 2026 which has registered on Case no. 85 of 2026. The complainant was disputed about the additional bill of ₹ 2,13,298.00p raised in the bill of Jun-2025. The complainant needs withdrawal of the said additional bill.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Ashok Kumar Dalai who is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed about the additional bill of ₹ 2,13,298.00p raised in the bill of Jun-2025. He was 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 : 19.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Balangir-II Sub-division. The complainant represented that an additional bill of ₹ 2,13,298.00p has been debited in the bill of Jun-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 prior to Apr-1999. The billing dispute raised by the complainant for the additional bill of ₹ 2,13,298.00p has been raised in Jun-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by


MEMBER (Fin.)


PRESIDENT

the consumer. The reason of additional bill raised due to average billing made from Aug-2020 to Jun.-2025 due to meter defective. On 21st Mar. 2020, the defective meter has been replaced with a new meter having meter no. WLT249343. but due to delay in meter updation data, the same has been reflected in 22nd Jul. 2025 with CMR : 42643. Accordingly, delay meter updation revision has been done in Jun-2025 bill (served in Jul-2025) with additional bill amount of ₹ 2,13,298.00p. Thereafter, actual billing has been done. As the billing has been done on actual meter reading basis, there is no scope of bill revision.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Mar.-2026 is ₹ 2,47,362.94p. 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 ₹ 2,13,298.00p has been added in the bill of Jun-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. Aug.-2020 and continued with same status till Jun.-2025. The OP has replaced the defective meter with a new meter on 21st Mar. 2020 with meter no. WLT249343 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. But due to delay in meter updation data, the same has been reflected in 22nd Jul. 2025 with CMR : 44012. Accordingly, delay meter updation revision has been done in Jun-2025 bill with an additional bill of ₹ 2,13,298/-.

The Forum analysed the billing ledger. During the course of hearing, the representative of the consumer also disputed the meter accuracy and submitted that the present meter is showing excess consumption than actual consumption and he is under apprehension that the present meter is having error. Considering this, the Forum directed the authorized representative of OP to test the meter and to submit the report within seven days. They were undertaken to submit a detailed report within 7 days before the Forum. As committed by OP, they have failed to submit the required report within the timeline as committed by them before the Forum. Again, the Forum reminded the OP through e-mail / WA for submission of data. After a good number of reminders, they failed to submit the required meter testing report before the Forum. Due to such carelessness activity of OP, the matter is pending for a long time and justice for the complainant is getting delayed. The Forum is taking this as a **serious note** and warned the OP not to repeat this in future. **It is a matter of concern that the OP is showing a callousness attitude towards the direction of the Forum and from this it is clearly understood how they are taking care of the consumer. For such attitude of OP, not only the image of TPWODL but also the goodwill of the company is hampering to a great extent. Also, the trust of the consumer upon TPWODL has been affected seriously. The Forum advised the licensee to take care in these issues and must take some exemplary steps for such non-activeness of OP.**

The Forum has directed the OP to submit the inspection report with actual date of disconnection but in the inspection report dated 23rd Sep. 2025 of OP, a blank inspection report has been perused by OP where the Surveyor, ESO-REC Section & SDO has put their signature. It is a matter of concern that the OP is showing a callousness attitude towards the Forum and from this it is clearly understood how they are taking care of the consumer. For such attitude of OP, not only the image of TPWODL but also the goodwill of the company is hampering to a great extent. Also, the trust of the consumer upon TPWODL has been affected seriously. The Forum advised the licensee to take care in these issues and must take some exemplary steps for such non-activeness of OP.


MEMBER (Fin.)


PRESIDENT



As the OP fails to submit the meter test report, the Forum is of the opinion that the OP is nothing to say in this regard and believes the statement of the complainant. The Forum analysed the billing ledger and observed that the present meter is showing excess consumption than actual consumption.

Hence, the bills disputed by the complainant need to be revised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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.

1. The present meter with sl. no. WLT249343 declared as defective. A new meter must be installed immediately to ascertain actual consumption and proper billing.
2. The energy bills raised to the consumer from the date of meter replacement to the preceding two years must be revised as per succeeding six months average consumption of new meter under CI-155 & 157 of OERC Distribution Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

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.



12/27/04/28
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Ashok Kumar Dalai, At/Po-Chandanbhati, Dist-Bolangir-767065.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."