



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 150

Dated, the 17/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

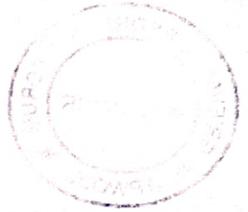
- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/97/2026		
2	Complainant/s	Name & Address Sri Ranjan Kumar Sahu, For Sri Hare Krushna Sahu, At/Po-Khaprakhol, Dist-Bolangir	Consumer No 912314020116	Contact No. 9777488933
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.03.2026		
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) 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	09.03.2026		
9	Date of Order	17.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

17/03/2026
MEMBER (Fin.)

17/03/2026
PRESIDENT

Place of Hearing: Camp Court at Khaprakhol



Appeared:

For the Complainant -Sri Ranjan Kumar Sahu
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/97/2026

Sri Ranjan Kumar Sahu,
For Sri Hare Krushna Sahu,
At/Po-Khaprakhol, Dist-Bolangir
Con. No. 912314020116

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.17.03.2026)

During Camp Court hearing at Khaprakhol Section office on 09th Mar. 2026, the representative of the consumer Shri Ranjan Kumar Sahu was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Ranjan Kumar Sahu who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the provisional & average bill raised from Feb-Mar/2001 to Jun-Jul/2001. 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 : 09.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhol section of Patnagarh Sub-division. The consumer represented that he was served with provisional & average bills from Feb-Mar/2001 to Jun-Jul/2001 due to meter defective. For that, the total outstanding has been accumulated to ₹ 5,986.36p upto Feb.-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 prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Feb-Mar/2001 to Jun-Jul/2001 was due to meter defective for that period, 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.)

17/03/26

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 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Feb.-2026 is ₹ 5,986.36p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has represented that average billing has been done from Feb-Mar/2001 to Jun-Jul/2001 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in the above-stated period, the consumer was billed with average basis in stead of meter reading basis. The meter status has been rectified in Aug-Sep/2001 with CMR : 2506.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for six months where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided 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 ₹ 985.80p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 5,986.36p 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 ₹ 985.80p. 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. Sri Ranjan Kumar Sahu, At/Po-Khaprakhoh, Dist-Bolangir-767028.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."