



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)

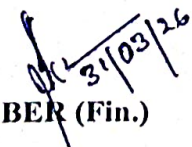
Memo No.GRF/BGR/Order/ 212⁵

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/98/2026		
2	Complainant/s	Name & Address Sri Sarat Jyotish, For Sri Tunu Jyotish, At-Matiabhata, Po-Bhanpur, Via-Khaprakhoh, Dist-Bolangir	Consumer No 912314080154	Contact No. 6370250656
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) <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	09.03.2026		
9	Date of Order	31.03.2026		
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 Khaprakhol

Appeared:

For the Complainant -Sri Sarat Jyotish
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/98/2026

Sri Sarat Jyotish,
For Sri Tunu Jyotish,
At-Matiabhata, Po-Bhanpur,
Via-Khaprakhol, Dist-Bolangir
Con. No. 912314080154

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.31.03.2026)

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

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sarat Jyotish who is a LT-Dom. consumer availing a CD of 1.7 KW. He has disputed about the average bill raised from Jun.-2013 to Jan.-2015 & additional bill of ₹ 5,071.34p raised in the bill of Feb.-2024 and requested for bill revision. 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 average bills from Jun.-2013 to Jan.-2015 due to meter defective. Also, an additional bill of ₹ 5,071.34p has been debited in the bill of Feb.-2024 illegally which needs to be withdrawn For that, the total outstanding has been accumulated to ₹ 7,062.82p upto Feb.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable 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 Jun.-2002. The billing dispute raised by the complainant for the average billing from Jun.-2013 to Jan.-2015 was due to meter

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PRESIDENT





defective for that period. A new meter with sl. no. 2860858 has been installed during Feb.-2015, 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.

Secondly, the billing dispute raised by the complainant for the additional bill of ₹ 5,071.34p has been raised in Feb.-2024 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 due to average billing made from Jul-2023 to Jan.-2024. On 19th Feb. 2024, the defective meter has been replaced with a new meter having meter no. TWB138357. After meter replacement, the monthly bills have generated on actual basis. The additional bill of ₹ 5,071.34p has been raised based on the average consumption pattern of succeeding six months of the new meter.

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 1.7 KW. The consumer has availed power supply since 07th Jun. 2002 and total outstanding upto Feb.-2026 is ₹ 7,062.82p. 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 was served with average bills from Jun-2013 to Jan.-2015 which needs bill revision. The OP admitted the complaint and submitted that a new meter has been installed with meter no. 2860858 during Feb-2015, 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 more than one year & six months 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 ₹ 2,657.06p is to be withdrawn from the arrear outstanding.

Secondly, as represented by the consumer, an additional bill of ₹ 5,071.34p has been added in the bill of Feb-2024 which needs to be withdrawn. The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Jul-2023 and continued with same status till Jan.-2024. On 19th Feb. 2024, the OP has replaced the defective meter with a new meter having meter no. TWB138357 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 ₹ 5,071.34p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after seven months 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.

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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 ₹ 4,376.36p 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 ₹ 7,033.42p (₹ 2,657.06p + ₹ 4,376.36p). 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 Sarat Jyotish, At-Matiabhata, Po-Bhanpur, Via-Khaprakhhol, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."