



## 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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 20<sup>5</sup>

Dated, the 17/01/2025

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

|   |  |  |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
|---|--|--|---|---|-------------|--|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1   | Case No.   | Complaint Case No. BGR/01/2025   |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address   |   | Consumer No   | Contact No. |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
|   |  | Sri Arun Kumar Rath,<br>For Sir Basudev Rath,<br>At-Malpada, Po/Dist-Bolangir  |   | 911111250304  | 9348731591  |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 3   | Respondent/s   | Name<br>S.D.O (Elect.), No. I, TPWODL, Bolangir  |   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 4   | Date of Application                                  | 04.01.2025   |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 5   | In the matter of-                                    | <table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table> |   |   |             | 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) – |  |  |
| 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                      | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>  |   |   |             | 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 |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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                                   | 09.01.2025   |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 9   | Date of Order  | 17.01.2025   |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 10  | Order in favour of                                   | Complainant  | ✓ | Respondent  | Others      |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 11  | Details of Compensation awarded, if any.             | Nil  |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant - Sri Arun Kumar Rath  
For the Respondent - Sri Swadhin Sahu, OAG-II (Authorised Representative)

**Complaint Case No. BGR/01/2025**

Sri Arun Kumar Rath,  
For Sri Basudev Rath,  
At-Malpada,  
Po/Dist-Bolangir  
Con. No. 911111250304

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER**  
**(Dt.17.01.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Arun Kumar Rath who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the erroneous billing done in the month of Sep-2024 with 4129 units & Oct-2024 with 2146 units respectively. 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 : 09.01.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Section-I of Balangir-I Sub-division. The complainant represented that he was served with erroneous bill in the month of Sep. & Oct.-2024 with 4129 units & 2146 units. For that, the total outstanding has been accumulated to ₹ 40,718.32p upto Dec.-2024. 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Sep.-2011. The billing dispute raised by the complainant for the erroneous billing in the month of Sep. & Oct-2024 has been raised on the basis of actual meter reading for which no bill revision is required.

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

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



## **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 since 30<sup>th</sup> Sep. 2011 and total outstanding upto Dec.-2024 is ₹ 40,718.32p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that erroneous billing has been done in the month of Sep. & Oct. 2024 with 4129 units & 2146 units respectively which needs bill revision.

The OP submitted written version and stated that the bill of the said months has been raised on actual meter reading basis which requires no bill revision.

The Forum analysed the billing pattern with FG billing data. During analysis, it came to know from the meter photo available in FG billing that the CMR of both the months are as below,

| BILLING MONTH | METER READING DATE | CMR   |
|---------------|--------------------|-------|
| SEP-24        | 09-10-2024         | 19197 |
| AUG-24        | 13-09-2024         | 15068 |

The meter reading photo available in FG has been taken into record. The OP has replaced the said disputed meter on 21<sup>st</sup> Nov. 2024 with a new smart meter with sl. no. TWSP51224874 with a remark that **"Old meter status: Defective"** and reflected in the bill of Oct-2024 (served in Nov.-2024). Due to this, the bill of Oct-2024 (served in Nov-2024) has been generated erroneously with 2146 units though CMR of new meter is 3. Hence, the Forum is of the opinion that the bills generated in Sep-2024 & Oct-2024 is an erroneous bill and needs bill revision.

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 energy bills raised to the consumer for the month of Sep. & Oct.-2024 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (21.11.2024) & FMR of May-2025 under CI-155 & 157 of OERC Distribution Code 2019.
2. 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 five months after receipt of GRF order otherwise it will be treated as non-compliance.

**K.S.PADHEE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Arun Kumar Rath, C/o-Sri Basudev Rath, At-Malpada, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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](http://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."**