



## 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/

152<sup>ES</sup>

Dated, the 27/02/2025

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/118/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Pramod Kumar Dhal, At-Ingsa, Po-Agalpur, Dist-Bolangir		911312060907	9938045747																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	21.02.2025																											
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) –		
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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) 155, 157</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) 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																		
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8	Date(s) of Hearing	21.02.2025																											
9	Date of Order	27.02.2025																											
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:** Camp Court at Agalpur

**Appeared:**

**For the Complainant** - Sri Pramod Kumar Dhal  
**For the Respondent** - Sri Abani Kanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/118/2025**

Sri Pramod Kumar Dhal,  
At-Ingsa,  
Po-Agalpur,  
Dist-Bolangir  
Con. No. 911312060907

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.27.02.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Pramod Kumar Dhal who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous energy bill raised in Jul-2023 with 574 units and average bill thereafter till Oct-2023. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.02.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that he was served with erroneous and inflated bill in Jul-2023 with 574 units and thereafter average bill till Oct-2023. For that, the total outstanding arrear has been accumulated to ₹ 4,362.53p upto Jan.-2025. 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 since Sep-2015. The billing dispute raised by the complainant for the erroneous and inflated bill in Jul-2023 with 574 units and average bill thereafter till Oct-2023 is a genuine dispute. A new meter with sl. no. TWNX507736 has been installed on 18<sup>th</sup> Nov. 2023, thereafter actual billing has been done. As the above-stated disputed billing period bill has not been revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills 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 16<sup>th</sup> Sep. 2015 and total outstanding upto Jan.-2025 is ₹ 4,362.53p. As complained by the complainant and submission of OP, it is observed by the Forum that,



1. The complainant has disputed the inflated bill in Jul-2023 with 574 units which needs bill revision. The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 1,897.82p is to be withdrawn from the arrear outstanding.

2. As represented by the consumer, due to meter defective, he was served with average bills from Aug-2023 to Oct-2023 which needs bill revision. The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWNX507736 on 18<sup>th</sup> Nov. 2023 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, the Forum observed that the OP has taken pro-active action for replacement of defective meter and the defective meter has been replaced within four months. The Forum appraised the initiative action of OP and advised to make more pro-active so that the defective meter should be replaced within the same month.

3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 4,362.53p upto Jan.-2025.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution 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 OP was agreed with the billing dispute for the month of Jul-2023 and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 1,897.82p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
2. The energy bills raised to the consumer from Aug.-2023 to Oct.-2023 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (18.11.2023) & FMR : 1719 (May-2024) under CI-155 & 157 of OERC Distribution Code 2019.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



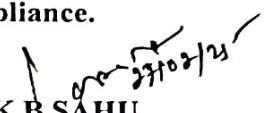
**3. DPS is to be levied as per OERC Regulation.**

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.**

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

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

  
**K.B. SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Pramod Kumar Dhal, At-Ingsa, Po-Agalpur, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."**