



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 178

Dated, the 07/03/2025

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

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

|   |  |   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
|---|--|---|--|---------------------------|---|--|---|---|---|--|------------------|-------------|-------------------|------------------------------|---------------------------------|---|------------------------------------|--------------------------|------------------------|--|
| <b>1</b>  | <b>Case No.</b>                                      | <b>Complaint Case No. BGR/138/2025</b>  |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>2</b>  | <b>Complainant/s</b>                                 | <b>Name &amp; Address</b><br>Sri Baikuntha Sahu,<br>At/Po-Tusura, Gountiapada,<br>Dist-Bolangir   | <b>Consumer No</b><br>911523020172                                   | <b>Contact No.</b><br>- - |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>3</b>  | <b>Respondent/s</b>                                  | <b>Name</b><br>S.D.O (Elect.), TPWODL, Tusura   | <b>Division</b><br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>4</b>  | <b>Date of Application</b>                           | <b>04.03.2025</b>   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>5</b>  | <b>In the matter of-</b>                             | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply &amp; GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">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) –  |  |   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>6</b>  | <b>Section(s) of Electricity Act, 2003 involved</b>  |   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>7</b>  | <b>OERC Regulation(s) with Clauses</b>               | <table border="1" style="width: 100%; border-collapse: collapse;"> <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  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| 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   |  |   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>8</b>  | <b>Date(s) of Hearing</b>                            | <b>04.03.2025</b>   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>9</b>  | <b>Date of Order</b>                                 | <b>07.03.2025</b>   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>10</b>   | <b>Order in favour of</b>                            | Complainant   | <input checked="" type="checkbox"/>                                  | Respondent                |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |
| <b>11</b>   | <b>Details of Compensation awarded, if any.</b>      | Nil   |  |                           |   |  |   |   |   |  |                  |             |                   |                              |                                 |   |                                    |                          |                        |  |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** Camp Court at Tusura

**Appeared:**

**For the Complainant**

–Sri Baikuntha Sahu

**For the Respondent**

–Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/138/2025**

Sri Baikuntha Sahu,  
At/Po-Tusura, Gountiapada,  
Dist-Bolangir  
Con. No. 911523020172

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.07.03.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Baikuntha Sahu who is a LT-Dom. consumer availing a CD of 2.5 KW. He has disputed about the inflated and erroneous bills raised in Dec-2024 with 5130 units. 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 : 04.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tusura section of Tusura Sub-division. The complainant represented that he has served with erroneous & inflated bill in Dec-2024 with 5130 units. For that, the total outstanding has been accumulated to ₹ 69,791.15p 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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated and erroneous billing in Dec.-2024 with 5130 units is a genuine dispute. This has happened due to some error in billing software for which no bill was generated from Oct-2023 to Nov-2024 where the consumer has availed power supply. The matter has been detected in Dec-2024 for which the unbilled units has been billed in Dec-2024. As the above-stated 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.)**

**PRESIDENT**

## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 2.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Jan.-2025 is ₹ 69,791.15p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was done during Dec-2024 with 5130 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to some error in billing software the consumer was not billed from Oct-2023 to Nov-2024. The matter has been identified in Dec-2024 and the unbilled units has been billed in Dec-2024. 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 ₹ 6,561.98p 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 ₹ 69,791.15p upto Jan.-2025.

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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 6,561.98p. 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.

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

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

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Baikuntha Sahu, At/Po-Tusura, Gountiapada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."**