



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/ 185

Dated, the 07/03/2025

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/146/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Mohana Rana, At/Po-Gourgoth, Via-Jarasingha, Dist-Bolangir	911523320632	7846801858	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	04.03.2025			
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	04.03.2025			
9	Date of Order	07.03.2025			
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 Gourgoth



Appeared:

For the Complainant - Sri Mohana Rana
For the Respondent - Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/146/2025

Sri Mohana Rana,
At/Po-Gourgoth,
Via-Jarasingha,
Dist-Bolangir
Con. No. 911523320632

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 Mohan Rana who is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed the erroneous & inflated bill raised in Sep.-2022 with 2522 units and average bills raised from Dec-2022 to Nov.-2023. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

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 Agalpur section of Loisingha Sub-division. The complainant represented that he was served with erroneous & inflated bill in Sep-2022 with 2522 units and average bills from Dec-2022 to Nov-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

He has stated that due to such disputed bill, he has not made regular payment for which the arrear outstanding has been accumulated to ₹ 18,718.83p 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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar-2019 and total outstanding upto Jan.-2025 is ₹ 18,718.83p. As complained by the complainant and submission of OP, it is observed by the Forum that,

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



1. The consumer represented that erroneous reading & inflated billing was done in Sep-2022 with 2522 units which needs bill revision as per actual meter reading. 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 ₹ 3,482.16p is to be withdrawn from the arrear outstanding.
2. The consumer represented that due to meter defective, he was served with average bills from Dec-2022 to Nov.-2023 which needs bill revision. The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB608852 on 20th Dec. 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 OP has taken initiative for replacement of defective meter in the consumer premises. The Forum appreciated such pro-active action of OP. 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 ₹ 1,983.49p is to be withdrawn from the arrear outstanding.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 18,718.83p 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 ₹ 5,465.65p (₹ 3,482.16p + ₹ 1,983.49p). 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 Mohana Rana, At/Po-Gourgoth, Via-Jarasingha, 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 → 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."