



## **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/ 249<sup>6</sup>

Dated, the 29/03/2025

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/190/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Samaru Sahu, At/Po-Patrapali, Via-Ulunda, Dist-Sonepur	915201050161	- -																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.03.2025																										
5	In the matter of-	<table border="1"><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 border="1"><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	21.03.2025																										
9	Date of Order	29.03.2025																										
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 B.M.Pur

**Appeared:**

**For the Complainant** - Sri Samaru Sahu  
**For the Respondent** - Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/190/2025**

Sri Samaru Sahu,  
At/Po-Patrapali,  
Via-Ulunda,  
Dist-Sonepur  
Con. No. 915201050161

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

**OPPOSITE PARTY**

**ORDER**

**(Dt.29.03.2025)**

**HISTORY OF THE CASE**

The Complainant is a Domestic consumer availing a CD of 2.0 KW availing power supply since Dt.06/03/2006. He has disputed prov/Avg billings due to defective meter from Sept-Oct-2015 to May-June-2019. He has submitted his grievances for revision of bill in GRF camp at BMPur under ESO-Ulunda and heard at spot. The complainant needs suitable bill revision for the said period.

The case was heard in details.

**PROCEEDING OF HEARING DATED : 21.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Ulunda Section of B.M.Pur Sub-Division. The consumer represented that he was served bills Prov/Average from Sept-Oct-2015 to May-June-2019 as meter was defective. 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 participated in GRF Camp with relevant document. He intimated that the consumer is a Dom consumer availing power supply since Dt.06/03/2006. The billing dispute raised by the complainant that he was served bills Prov/Average from Sept-Oct-2015 to May-June-2019 as meter was defective which was replaced with a new one having Sl. No-LW381132 on Dt.30.06.2019. As the above-stated period bill has not revised, bill revision is needed taking Avg Consumption of new meter in subsequent 6(six) months.

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 Dom. consumer with a CD of 2.0 KW. The consumer has availed power supply since Dt.06/03/2006 and the arrear outstanding of Rs.51757.10 as on Feb-2025. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Consumer was served bills with Prov/Average bills from Sept-Oct-2015 to May-June-2019 as meter was defective resulting accumulation of arrear outstanding.
2. Meter was replaced on Dt.30.06.2019 with meter no. LW381132 and thereafter actual billing was done.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision taking avg consumption of subsequent 6(six) months
4. 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 ₹ 51,757.10p is to be withdrawn from the arrear outstanding.
5. The Complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to Rs.51, 757.10 upto Feb-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 ₹ 51, 757.10p. 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 Samaru Sahu, At/Po-Patrapali, Via-Ulunda, Dist-Sonepur-767062.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."**