



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/ 235

Dated, the 27/03/2025

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/191/2025																											
2	Complainant/s	Name & Address Sri Sripati Bhoi, For Sri Banabasi Hari Bhoi, At-Baghamari, Po-Hilung, Via-B.M.Pur, Dist-Sonepur		Consumer No 915202010155	Contact No. 9861792439																								
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><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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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	21.03.2025																											
9	Date of Order	27.03.2025																											
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 Subalaya



Appeared:

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

Complaint Case No. BGR/191/2025

Sri Sripati Bhoi,
For Sri Banabasi Hari Bhoi,
At-Baghamari, Po-Hilung,
Via-B.M.Pur, Dist-Sonepur
Con. No. 915202010155

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.27.03.2025)

HISTORY OF THE CASE

The Complainant is a DOM consumer availing a CD of 2.0 KW_ availing power supply since Dt.08/02/2005. He has disputed prov/Avg billings due to defective meter from March-2023 to Feb-2024. He has submitted his grievances for revision of bill in GRF camp at BMPur under ESO-BMPur and heard at spot. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 21.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under BMPur Section of Sub-division BMPur. The consumer represented that he was served bills Prov/Average from March-2023 to Feb-2024 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 Domestic consumer availing power supply since Dt.08/02/2005. The billing dispute raised by the complainant that he was served bills Prov/Average from March-2023 to Feb-2024 as meter was defective which was replaced with a new one having Sl No-TWST170489 on Dt.18.03.2024. As the above-stated period bill has not been revised, bill revision is needed taking Avg Consumption of new meter.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

CO-OPED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a Domestic consumer with a CD of 2.0 KW. The consumer has availed power supply since Dt.08/02/2005 and the arrear outstanding of Rs. 12743.29 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 served with Prov/Average bills from March-2023 to Feb-2024 as meter was defective resulting accumulation of arrear outstanding.
2. Meter was replaced on Dt.18.03.2024 and thereafter actual billing has been 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. On scrutiny of the documents, it is observed by the Forum that the bills raised during wrong meter reading period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.
5. Matter was discussed in details with both parties and OP revised the bills taking IMR=0 on Dt.18.03.2024 and FMR= 255 in Dt.30.09.24 and ₹.4397.53 p has been withdrawn and complainant agreed to pay.



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 from March-2023 to Feb-2024, are revised by OP and ₹.4397.53p has been withdrawn and complainant agreed to pay. The revised amount must be reflected in the next bill.**
2. **DPS is to be levied as per OERC Regulation.**
3. **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 one month after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.PADHIE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Sripati Bhoi, At-Baghamari, Po-Hilung, Via-B.M.Pur, Dist-Sonepur-767018.
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."