



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/

293⁶¹

Dated, the

10/04/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/227/2025																										
2	Complainant/s	Name & Address Sri Rohit Chandra Majhi, For Sri Jitendra Majhi, At-Bandhupala, Po-Ichhapada, Via-Muribahal, Dist-Bolangir	Consumer No 912213092632	Contact No. 8917359088																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	09.04.2025																										
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	09.04.2025																										
9	Date of Order	10.04.2025																										
10	Order in favour of	Complainant	√	Respondent Others																								
11	Details of Compensation awarded, if any. Nil																											

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Gudighat

Appeared:

For the Complainant

–Sri Rohit Chandra Majhi

For the Respondent

–Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/227/2025

Sri Rohit Chandra Majhi,
For Sri Jitendra Majhi,
At-Bandhupala, Po-Ichhapada,
Via-Muribahal, Dist-Bolangir
Con. No. 912213092632

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.10.04.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Rohit Chandra Majhi who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous billing from the date of supply to Aug-2024. 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 : 09.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The complainant represented that he was served with erroneous billing from the date of supply to Aug-2024. For that, the total outstanding has been accumulated to ₹ 20,516.81p upto Mar.-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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug.-2018. The billing dispute raised by the complainant for the erroneous billing from the date of power supply to Aug-2024 is a genuine dispute. This has happened due to late generation of 1st bill after five years of availing power supply and provisional billing continues till Aug-2024. A new meter with sl. no. TWB162184 has been installed on 29th Sep. 2024, thereafter actual billing has been done. As the above-stated provisional billing period bill has not yet 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.

MEMBER (Fm.)

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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 31st Aug. 2018 and total outstanding upto Mar.-2025 is ₹ 20,516.81p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply on 31st Aug. 2018 but first bill has been generated by the licensee on Apr-2024 which attracts Cl-152 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and advised the OP to ensure bill generation from the first month of power supply.
2. The OP admitted the complaint and submitted that a new meter with sl. no. TWB162184 has been installed on 29th Sep. 2024, thereafter actual billing has been done. Due to meter change, the provisional billing generated from the date of power supply to Aug-2024 has not been adjusted in the subsequent bill resulting accumulation of arrear outstanding.
3. 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 post-meter installation consumption pattern and an amount of ₹ 9,548.00p is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 20,516.81p upto Mar.-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 ₹ 9,548.00p. 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.

[Signature]
P.K.SAHOO
MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Rohit Chandra Majhi, At-Bandhupala, Po-Ichhapada, Via-Muribahal, Dist-Bolangir-767037.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."