



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/ 322^E

Dated, the 29/04/2025

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/232/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Kalakanhu Sandh, At-Kesaipali, Po-Dudka, Via-Salebhata, Dist-Bolangir		911313160994	7605944275																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	11.04.2025																											
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)</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)	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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6. Others																													
8	Date(s) of Hearing	11.04.2025																											
9	Date of Order	29.04.2025																											
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 Salebhata

Appeared:

For the Complainant
For the Respondent

–Sri Kalakanhu Sandh
–Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/232/2025

Sri Kalakanhu Sandh,
At-Kesaipali, Po-Dudka,
Via-Salebhata, Dist-Bolangir
Con. No. 911313160994

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.29.04.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Kalakanhu Sandha who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the inflated billing of previous meter installed from the date of supply to Feb.-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 : 11.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The complainant represented that he was served with inflated billing from the date of supply to Feb-2024. For that, the total outstanding has been accumulated to ₹ 40,500.42p 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 Feb.-2021. The billing dispute raised by the complainant for the inflated & erroneous billing from the date of power supply to Feb-2024 is not based on Facts as all the bills have been generated on actual meter reading basis. The consumer has availed power supply with meter no. LW02767 and the same meter was in good condition till Jan.-2024. In Feb-2024, the meter was defective for which a new meter with sl. no. TWSP5115842 has been installed on 16th Mar. 2024, thereafter actual billing has been done. The consumption pattern of old meter Vs new meter has already same. Hence, the old meter consumption has no abnormality.

Considering the above, the OP requested before the Forum to reject the petition of petitioner 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 LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 24th Feb. 2021 and total outstanding upto Mar.-2025 is ₹ 40,500.42p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply on 24th Feb. 2021 but first bill has been generated by the licensee on Dec-2022 which attracts CI-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 submitted that the consumption pattern of old meter Vs new meter is almost same. Hence, the complainant raised dispute about accuracy of old meter is not based on facts.
3. The Forum analysed the documents submitted by both the parties and observed that the meter no.LW02767 was installed in consumer premises from the date of power supply to Jan-2024. During Feb.-2024, the meter became defective. A new meter has been installed on 16th Mar. 2024 with meter sl. no. TWSP51145842. The Forum during the course of hearing directed the OP to make a physical verification with load particulars and report to be submitted within seven days. The OP made physical inspection on 17th Apr. 2025 and submitted report with certification that the connected load is 147 watt. Also, the consumption pattern of old meter Vs new meter has no variation. Hence, the accuracy of old meter is not in question.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 40,500.42p 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 complaint of complainant has no base and hence rejected. The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Kalakanhu Sandh, At-Kesaipali, Po-Dudka, Via-Salebhata, Dist-Bolangir-767051.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."