



## 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/

2246

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/235/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Devi Prasad Sandh, At-Kesaipali, Po-Dudka, Via-Salebhata, Dist-Bolangir	911313160990	9692422715																								
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 &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="2">15. Others (Specify) –</td><td></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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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** - Sri Devi Prasad Sandh  
**For the Respondent** - Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/235/2025**

Sri Devi Prasad Sandh,  
At-Kesaipali, Po-Dudka,  
Via-Salebhata, Dist-Bolangir  
Con. No. 911313160990

**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 Debi Prasad 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 ₹ 43,587.02p 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. LW027662 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. TWSP51150456 has been installed on 16<sup>th</sup> Mar. 2024, thereafter actual billing has been done. Due to non-payment of arrear, power supply remains disconnected from Oct-2024 to Jan-2025. Regarding accuracy of old meter as claimed by complainant, the same cannot be established as all bills were raised on actual meter reading basis. Also, the complainant has not raised dispute previously when the meter was in operation.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



Considering the above, the OP requested before the Forum to reject the petition of petitioner and pass order as deemed fit.

### **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 24<sup>th</sup> Feb. 2021 and total outstanding upto Mar.-2025 is ₹ 43,587.02p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply on 24<sup>th</sup> Feb. 2021 but first bill has been generated by the licensee on Jun-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 all bills raised with meter no. LW027662 was on actual meter reading basis. 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.LW027662 was installed in consumer premises from the date of power supply to Feb-2024. During Feb.-2024, the meter has been replaced with a new meter on 16<sup>th</sup> Mar. 2024 with meter sl. no. TWSP51150456. Due to delay in meter data updation, the same has been reflected on Jul-2024. For that, delay meter updation revision has been by OP in Sep-2024 with withdrawal amount of ₹ 1,152.11p. 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 17<sup>th</sup> Apr. 2025 and submitted report with certification that the connected load is 216 watt. The complainant was not raised dispute about accuracy of old meter earlier, after replacement of meter, raising of complaint of old meter cannot be established. Also, power supply to the consumer was under disconnection from Oct-2024 Jan-2025. Hence, comparison of consumption pattern cannot be done.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 43,587.02p 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.PADHE**  
**CO-OPTED MEMBER**

**P.K.SAHOO**  
**MEMBER (Fin.)**

**K.B.SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Devi Prasad 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**