



## **GRIEVANCE REDRESSAL FORUM, BOLANGIR**

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.bgr@rediffmail.com) / [Grf.bolangir@tpwesternodisha.com](mailto: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/

238/25

Dated, the

15/04/2025

**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/238/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Sukanti Chhatra, For Sri Dinabandhu Chhatra, At/Po-Budhipadar, Via-Loisingha, Dist-Bolangir		911311071339	7682810924																								
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="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	11.04.2025																											
9	Date of Order	15.04.2025																											
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 Loisingha



**Appeared:**

**For the Complainant** -Smt. Sukanti Chhatria  
**For the Respondent** -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/238/2025**

Smt. Sukanti Chhatria,  
For Sri Dinabandhu Chhatria,  
At/Po-Budhipadar, Via-Loisingha,  
Dist-Bolangir  
Con. No. 911311071339

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.15.04.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Smt. Sukanti Chhatria who is a LT-Dom. consumer availing a CD of 3 KW. She has disputed about the provisional & average bill raised from Jul-2018 to Dec-2023. She has filed her 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 Loisingha section of Loisingha Sub-division. The complainant represented that she has been served with provisional & average bills from Jul-2018 to Dec-2023. For that disputed bill, the total outstanding has been accumulated to ₹ 72,881.52p 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 record. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the provisional & average billing from Jul-2018 to Dec-2023 was due to meter defective for that period. A new meter with sl. no. 300087811 has been installed on 01<sup>st</sup> Feb. 2024 against that defective meter, thereafter actual billing has been done. A bill revision has been done by the back-end team for the preceding two year and withdrawn ₹ 16,236.74 in the bill of Sep-2024. Now, bill revision required in obedience to TPWODL guidelines.

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 LT-Dom. consumer with a CD of 3 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Feb.-2025 is ₹ 72,881.52p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Jul-2018 to Dec-2023 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. 300087811 on 01<sup>st</sup> Feb. 2024 and thereafter actual billing has been done. A bill revision has been done by the back-end team for the preceding two year and withdrawn ₹ 16,236.74p in Sep-2024. The average billing period from Jul-2018 to Dec-2023 needs bill revision as per consumption of new meter in obedience to TPWODL guidelines with reversal of previous bill revision.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than five years. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

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 ₹ 70,378.39p (₹ 86,615.13p – ₹ 16,236.74p) is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 72,881.52p 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 ₹ 70,378.39p (₹ 86,615.13p – ₹ 16,236.74p). 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. Smt. Sukanti Chhatra, C/o-Sri Dinabandhu Chhatra, At/Po-Budhipadar, Via-Loisingha, Dist-Bolangir-767020.
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."**