



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/ 410

Dated, the 04/06/2025

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/240/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Buddhadev Mendili, For Sri Khedu Mendili, At/Po-Kotsamalai, Via-Ulunda, Dist-Sonepur		915201060398	6372873192																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																																									
4	Date of Application	16.04.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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	16.04.2025																																											
9	Date of Order	04.06.2025																																											
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 Ulunda



Appeared:

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

Complaint Case No. BGR/240/2025

Sri Buddhadev Mendili,
For Sri Khedu Mendili,
At/Po-Kotsamalai, Via-Ulunda,
Dist-Sonepur
Con. No. 915201060398

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.04.06.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Buddhadev Mendili who is a LT-Dom. consumer availing a CD of 0.04 KW. He has disputed about the erroneous bill raised from the date of power supply due to erratic reading where the meter was running. 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 : 16.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Ullunda section of B M Pur Sub-division. The consumer disputed the erroneous bills raised from the date of power supply where the meter was running. For that, the total outstanding has been accumulated to ₹ 2,61,021.22p upto Apr.-2025. The complainant raised dispute against the said disputed bill 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.-2013. The billing dispute raised by the complainant for the erroneous billing done from the date of power supply is a genuine dispute as proper meter reading was not done. The consumer has availed power supply with meter no. 818472. From the date of power supply, inflated units was recorded from the first month itself with 5551 units, thereafter the meter was defective and a new meter with meter no. 8162967 was installed in the month of Dec14/Jan15. As the above-stated period bill has not been revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.04 KW. The consumer has availed power supply since 11th Feb. 2013 and total outstanding upto Apr.-2025 is ₹ 2,61,021.22p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to erratic meter reading, he was served with inflated bills from the date of power supply with meter no. 818472 which needs bill revision.

The OP admitted the complaint and submitted that an abnormal unit of 5551 units has been recorded in the first month of billing and subsequently the meter became defective for which a new meter with sl. no. 8162967 was installed in Dec14/Jan15. Thereafter actual billing has been done. The defective billing period needs bill revision as per actual consumption of the meter.

The Forum analysed the documents submitted by both the parties and observed that in the first month of billing i.e. in Feb/Mar-2013, an unit of 5550 units has been billed with MMFC charged from 11th Feb. 2013 to Mar-2013. Thereafter, no proper reading was done and thereafter meter became defective and continued till Nov-2014. A new meter with sl. no. 8162967 has been installed in Dec14/Jan15, thereafter actual billing was being done. From the billing ledger, it is also observed that power supply to his premises was under disconnection from Jun-Jul/2014 and reconnected on Dec-14. Hence, the billing done from the date of power supply to Dec14/Jan15.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 2,61,021.22p upto Apr.-2025.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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 the date of power supply to Dec14/Jan15 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 200 (Feb-Mar/2016) & FMR : 261 (Jun-Jul/2016) under CI-155 & 157 of OERC Distribution Code 2019.
2. MMFC is to be charged for the power supply disconnection period under CI-143 of OERC Dist. (Conditions of Supply) Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT



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. Sri Buddhadev Mendili, At/Po-Kotsamalai, Via-Ulunda, Dist-Sonepur-767062.
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."