



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/ 344^{GS}

Dated, the 30/04/2025

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/241/2025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Judhisthir Meher, At-Nimna, Po-Panchmahala, Via-Ulunda, Dist-Sonepur	915001032630	9078087642
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-	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) –		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	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		
8	Date(s) of Hearing	29.04.2025		
9	Date of Order	30.04.2025		
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: GRF, Bolangir

Appeared:

For the Complainant - Sri Judhisthir Meher
For the Respondent - Sri Bijay Kumar Sahu, ESO, B.M.Pur (Auth. Representative)

Complaint Case No. BGR/241/2025

Sri Judhisthir Meher,
At-Nimna, Po-Panchmahala,
Via-Ulunda, Dist-Sonepur
Con. No. 915001032630

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.30.04.2025)

The consumer was attended the Camp Court at Ullunda Camp on 16th Apr. 2025 and appealed before the Forum for revision of bill. Accordingly, hearing date has been fixed on 29th Apr. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During hearing at GRF office on 29th Apr. 2025, the consumer Shri Yudhistir Meher was present & authorized representative of OP Shri Bijaya Kumar Sahu, ESO-B M Pur Section was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Yudhistir Meher who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about the additional bill of ₹ 4,875.30p raised in the bill of Mar.-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 29.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Ullunda section of B M Pur Sub-division. The complainant represented that an additional bill of ₹ 4,875.30p has been debited in the bill of Mar.-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

CO-OPTED MEMBER

MEMBER (Fm.)

PRESIDENT

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 Jun-2016. The billing dispute raised by the complainant for the additional bill of ₹ 4,875.30p has been raised in Mar-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill due to average billing done for the month of Dec-2023 & Jan-2024. On 17th Mar. 2024, the defective meter has been replaced with a new meter with meter no. TWSC59007438. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 4,875.30p has raised based on the consumption pattern of succeeding six months and assessed for the meter defective period for the month of Dec-2023 & Jan-2024.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 28th Jun. 2016 and total outstanding upto Mar.-2025 is ₹ 6,419.63p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 4,875.30p has been added in the bill of Mar.-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, average billing was done for the month of Dec-2023 & Jan.-2024 due to meter defective. The OP has replaced the defective meter with a new meter on 17th Mar. 2024 with meter no. TWSC59007438 and has been reflected in the bill of Mar-2025. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The additional bill of ₹ 4,875.30p has been raised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

2. The Forum has gone through the documents submitted by both parties and observed that average billing has been done for the month of Dec-2023 & Jan-2024 with meter status of "DEFECTIVE". The OP has taken pro-active step & replaced the meter within three months in obedience to standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019. In the above-said case, the OP has raised the additional bill after one year. The OP is hereby directed to take initiative and pro-active step to raise additional bill within standard time laid down in OERC Regulation Code.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 6,419.63p 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 additional bill of ₹ 4,875.30p has been raised by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby 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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Case is disposed off accordingly.

K.S. PADHIE
CO-OPTED MEMBER

P.K. SAHOO
MEMBER (Fin.)

K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Judhisthir Meher, At-Nimna, Po-Panchmahala, 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."