



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 264<sup>B</sup>

Dated, the 08/05/2025

Corum:

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

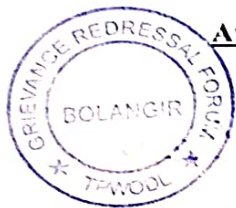
1	Case No.	Complaint Case No. BGR/254/2025																										
2	Complainant/s	Name & Address Smt. Kunti Sahu, For Sri Tikeswar Sahu, At-Lachut, Po-Saintala, Dist-Bolangir	Consumer No 912421150107	Contact No. - -																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	19.04.2025																										
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	19.04.2025																										
9	Date of Order	08.05.2025																										
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 Saintala



**Appeared:**

**For the Complainant**

–Smt. Kunti Sahu

**For the Respondent**

–Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

**Complaint Case No. BGR/254/2025**

Smt. Kunti Sahu,  
For Sri Tikeswar Sahu,  
At-Lachut, Po-Saintala,  
Dist-Bolangir  
Con. No. 912421150107

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**

**(Dt.08.05.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Smt. Kunti Sahu who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented before the forum on the following issues,

1. Transformer burnt for two years but bills were raised regularly which needs to be withdrawn
2. Abnormal & inflated billing in Jul-2023 with 3044 units
3. Excess units recorded in present meter which needs to be replaced with a new meter

The complainant raised dispute against the above issues and requested before the Forum for installation of new meter & suitable revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 19.04.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Saintala Section of Saintala Sub-division. The consumer represented with the following issues before the Forum,

1. Transformer burnt for two years but bills were raised regularly which needs to be withdrawn
2. Abnormal & inflated billing in Jul-2023 with 3044 units
3. Excess units recorded in present meter which needs to be replaced with a new meter

The complainant raised dispute against the above issues and requested before the Forum for installation of new meter & suitable revision of bill.

**CO-OPTED MEMBER**

**MEMBER (FIR)**

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**PRESIDENT**



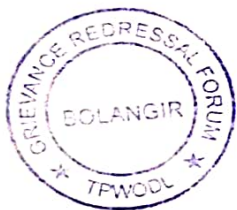
### **SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jun.-2015. The dispute raised by the complainant regarding transformer burnt period is not based on facts and there is no such record regarding transformer burnt in the siad locality. Regarding inflated bill of Jul-2023 with 3044 units, it may be a case of suppressed reading which is to be resolved by recasting of bill. Regarding accuracy of present meter, there is no such evidence of inflated bill as all the bills have been generated on actual meter reading basis.

Considering the above, the OP requested before the Forum to 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 21<sup>st</sup> Jun. 2015 and total outstanding upto Mar-2025 is ₹ 39,874.99p. As complained by the complainant and submission of OP, it is observed by the Forum that,



1. The complainant represented that there is burnt of transformer in their locality for two year where she alongwith other inhabitants had not availed power supply for which the energy bills raised during that period needs to be withdrawn. The OP submitted that there is no such complaint registered about transformer burnt in their locality. So the petition of the complainant should be rejected.  
Considering argument of both the parties, the Forum directed the complainant to provide the transformer burnt period but the complainant failed to produce before the Forum. Hence, the Forum rejects the dispute raised by complainant about transformer burnt issues.
2. The complainant represented that erroneous reading & inflated billing was done during Jul-2023 with 3044 units which needs bill revision as per actual meter reading. The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.
3. The complainant raised dispute about accuracy of present meter where the OP submitted that as all bills have been billed on actual meter reading basis, the complaint of the complainant should be rejected.

To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees with the licensee so that the meter will be tested at site by the MMG team. Also, the OP was reminded again to deposit the required meter testing fees of ₹ 500/-. The complainant has no response till date. In between that, the OP was intimated again to the complainant for deposit of testing fees so that the meter will be tested. But, there is no response from the complainant end. Finally, the OP intimated before the Forum vide letter no. 75 dated 06<sup>th</sup> May 2025 regarding the inactiveness of the complainant.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Taking the above into consideration, the complainant fails to comply the direction given by the Forum regarding deposit of meter testing fees so that his grievances will be redressed. The Forum has taken this as a **SERIOUS NOTE** for such non-compliance of direction of Forum at the end of the complainant.

4. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 39,874.99p 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.

1. The dispute of transformer breakdown is not based on record. Hence the complaint of the is rejected.
2. The dispute of inflated bill done in Jul-2023 is to be recasted from the date of meter installation of the said meter with IMR : 0 and FMR : 5800 (Jul-2023).
3. Regarding dispute of present meter accuracy & installation of new meter, the complainant has failed to comply the direction of the Forum during the hearing dated 19<sup>th</sup> Apr. 2025. Hence, the complaint of complainant is hereby rejected.

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. Kunti Sahu, C/o-Sri Tikeswar Sahu, At-Lachut, Po-Saintala, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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](http://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."**