



## 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/ 342<sup>5</sup>

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/261/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Bideshi Padhan, At-Jamchuan, Po-Malpada, Via-Harishankar, Dist-Bolangir		912001023330	8260944784																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	21.04.2025																											
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	21.04.2025																											
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:** Camp Court at Khaprakhol

**Appeared:**

**For the Complainant**  
**For the Respondent**

-Sri Bideshi Padhan  
-Sri Smarak Panigrahi, Accountant (Representative)

**Complaint Case No. BGR/261/2025**

Sri Bideshi Padhan,  
At-Jamchuan, Po-Malpada,  
Via-Harishankar, Dist-Bolangir  
Con. No. 912001023330

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.30.04.2025)**

During spot hearing at Khaprakhol consumer camp on dt.21.04.2025 the Complainant Sri Bideshi Padhan appeared before the Forum in person whereas Sri Smarak Panigrahi, Accountant, Electrical Sub-Division, TPWODL, Patnagarh appeared as representative of opposite party.

The Complainant bearing consumer no. 912001023330 in his written petition dt.21.04.2025 disputed the abnormal and average billings done prior to installation of the existing meter. He finally requested the Forum to redress his grievance by way of a suitable bill revision.

The opposite party on the other hand submitted a billing statement concerning to the period from April'2018 to March'2025 along with a revision statement. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant records placed before it observed that;

1. The consumer comes under Irrigation pumping & agriculture category with CD of 2.5 KW load.
2. Average basis bills having no meter are seen to have been raised during the period from the date of power supply and provisional bills from October'2022 to July'2023 and thereafter on actual basis.
3. A new meter bearing SL. No. TPU022167 has been installed with provisional billing which appears to have been adjusted during November'2023.
4. Another new meter has been replaced bearing no. TWSL39007721 on dt.18.03.2024.
5. A consumption of 2425 unit is seen to have been done during February'2024.
6. The arrear has gone upto Rs.14551.20 by month ending March'2025.

However, during the course of hearing the opposite party was agreed with the billing complaint and initiated bill revision process on spot after observing the departmental guidelines. Accordingly, the monthly bills have been recalculated and an amount of Rs.9852.89ps is to be withdrawn from the arrear resulting revision of average bills, obtaining subsequent six months average consumption of the new meter.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**

Thus the opposite party has revised the bill and the Complainant was convinced with it having proposed withdrawal of Rs.9852.89ps.

The Forum therefore directed the opposite party to carry-out revision proposal amount to Rs.9852.89ps which needs to be reflected in the next bill.

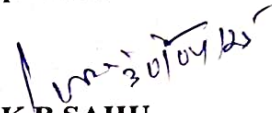
Case is disposed off accordingly.

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. Sri Bideshi Padhan, At-Jamchuan, Po-Malpada, Via-Harishankar, Dist-Bolangir-767038.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."**