



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/

350

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/264/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Prasanta Bhoi, For Sri Prem Chand Bhoi, At/Po-Dhandamunda, Via-Khaprakhol, Dist-Bolangir		912314070054	8260995545																								
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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)</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)	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 Khaprakhhol

Appeared:

For the Complainant - Sri Prasanta Bhoi
For the Respondent - Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/264/2025

Sri Prasanta Bhoi,
For Sri Prem Chand Bhoi,
At/Po-Dhandamunda,
Via-Khaprakhhol, Dist-Bolangir
Con. No. 912314070054

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.30.04.2025)

HISTORY OF THE CASE

The Complainant is a Domestic. consumer availing a CD of 2.0 KW_ availing power supply since Dt. 23/03/2000. Complaint petition was received during camp court at Khaprakhhol on 21.04.2025 and heard at spot. The consumer has disputed on outstanding arrear of Rs15597.23 as on March-2025 and submitted his grievances for revision of bill in GRF camp. The complaint was heard at Khaprakhhol Camp in presence of JE Khaprakhhol. It is seen that Licensee has debited an amount of Rs.13828.16p as additional assessment bill for meter defective period of Apr-23 to Jan-2024

Heard the case in details.

PROCEEDING OF HEARING DATED : 21.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhhol Section of Sub-division Patnagarh. The consumer represented that he was served Avg bills from Apr-23 to Jan-2024 with meter defective status and submitted his grievances in GRF camp at Khaprakhhol to wave out additional assessed amount of Rs.13828.16ps debited in March2025 The complainant raised a dispute against additional Bill and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP participated in GRF Camp at Khaprakhhol and with relevant document. He intimated that the consumer is a consumer availing power supply since Dt. 23/03/2000. The additional billing dispute raised by the complainant is due to defective meter period assessment. A new meter with Sl. No- TWB319406 has been installed in 12th Feb-2024 and actual billing continued. Defective meter period bill has been revised by Licensee as per avg consumption of newly installed meter in obedience to OERC regulation and additional bill of Rs.13828.16ps debited in March2025 by taking subsequent 6(six) months Avg consumption of new meter.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the Complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

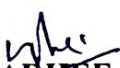
The consumer is a Dom consumer with a CD of 2.0 KW. The consumer has availed power supply since Dt. 23/03/2000. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The additional billing dispute raised by the complainant is due to burnt meter period assessment for the month of Apr-23 to Jan-24. A new meter with Sl.No-TWB319406 has been installed in 12th Feb-2024 and actual billing continued. Defective meter period bills has been revised by Licensee as per avg consumption of newly installed meter and additional bill of Rs.13828.16ps debited in March 2025, by taking subsequent 6(six) months avg consumption of new meter as per OERC regulations.
2. Meter was replaced in 12th Feb-2024 and thereafter actual billing has done.
3. The OP has submitted that additional billing has been done as per OERC regulations and upward revision for defective meter period cannot be withdrawn
4. Matter was discussed in details with both parties and OP was cautioned to replace defective/burnt meter immediately so that such upward revision will not occur in future.

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 Rs.13828.16ps has been raised by the opposite party is in obedience to Clause-155 of the OERC Distribution (Conditions of Supply) Code 2019 and the Complainant is liable to pay the same. Hence, the complaint of the Complainant is hereby rejected and directed to pay the additional bill raised by the opposite party.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Prasanta Bhoi, At/Po-Dhandamunda, Via-Khaprakhol, Dist-Bolangir-767028.
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 → 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."