



## **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/ 352

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/270/2025																										
2	Complainant/s	Name & Address Sri Kartika Naik, At-Khadalpada, Po/Dist-Sonepur	Consumer No 915101070205	Contact No. 9558548287																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	22.04.2025																										
5	In the matter of-	<table border="1"><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 border="1"><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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6. Others																												
8	Date(s) of Hearing	22.04.2025																										
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 Sonapur

**Appeared:**

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

-Sri Kartika Naik  
-Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/270/2025**

Sri Kartika Naik,  
At-Khadalpada,  
Po/Dist-Sonapur  
Con. No. 915101070205

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.30.04.2025)**

During Camp Court hearing at Sonapur Sub-division Office on 22<sup>nd</sup> Apr. 2025, the consumer Shri Kartika Naik was present & Shri Bibekananda Dikshit, SDO-Sonapur was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Kartika Naik who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the additional bill of ₹ 6,119.14p raised in the bill of Oct.-2024 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 : 22.04.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Sonapur section of Sonapur Sub-division. The complainant represented that an additional bill of ₹ 6,119.14p has been debited in the bill of Oct.-2024 illegally which needs to be withdrawn and requested before the Forum for revision of 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 prior to Apr-1999. The billing dispute raised by the complainant for the additional bill of ₹ 6,119.14p has been raised in Oct-2024 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 provisional billing done from Dec-2022 to Apr.-2023. On 23<sup>rd</sup> May 2023, the meter has been replaced with a new meter with meter no. 300085263. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 6,119.14p has raised based on the consumption pattern of succeeding six months and assessed for the meter defective period i.e. from Dec-2022 to Apr.-2023.

**CO-OPTED MEMBER**

**MEMBER (Fnl.)**  
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**PRESIDENT**



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-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Mar.-2025 is ₹ 13,468.99p. 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 ₹ 6,119.14p has been added in the bill of Oct.-2024 which needs to be withdrawn.

The OP submitted by OP with relevant record that, provisional billing was done w.e.f. Dec.-2022 and continued with same status till Apr-2023. The OP has replaced the defective meter with a new meter on 23<sup>rd</sup> May 2023 with meter no. 300085263 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The additional bill of ₹ 6,119.14p 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 provisional billing has been done from Dec-2022 to Apr-2023 with meter status of "NO DISPLAY". The OP has replaced the meter after five months, it is advised the OP to be more pro-active for replacement of defective meter within 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 and six months which could have been raised earlier. 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 ₹ 13,468.99p 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.

The additional bill of ₹ 6,119.14p 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.

Case is disposed off accordingly.

**K.S.PADHEE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Kartika Naik, At-Khadalpada, Po/Dist-Sonepur-767017.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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](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."**