



## **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/ 374

Dated, the 15/05/2025

**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/271/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Sushil Chandra Behera, At-Rajendrapada, Po/Dist-Bolangir		911112130039	9437330490																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	29.04.2025																											
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)</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	08.05.2025																											
9	Date of Order	15.05.2025																											
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: GRF, Bolangir



**Appeared:**

For the Complainant – **ABSENT**  
For the Respondent – Sri Swadhin Sahu, OAG-II (Auth. Representative)

**Complaint Case No. BGR/271/2025**

Sri Sushil Chandra Behera,  
At-Rajendrapada,  
Po/Dist-Bolangir  
Con. No. 911112130039

- **COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division, No. I,  
TPWODL, Bolangir

- **OPPOSITE PARTY**

**ORDER**

**(Dt.15.05.2025)**

During hearing at Forum office on 08<sup>th</sup> May 2025, the consumer was not present & Shri Swadhin Sahu, OAG-II, Balangir-I Sub-division (Authorised representative of SDO-I, Balangir) was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by Shri Sushil Chandra Behera who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that an amount of ₹ 2,411.70p has been added in the bill of Mar-2025 illegally which needs to be withdrawn. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 08.05.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-II section of Balangir-I Sub-division. The complainant represented that an amount of ₹ 2,411.70p has been added in the bill of Mar-2025 without any valid reason 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 regarding additional bill of ₹ 2,411.70p has been done due to meter change assessment in Mar-2025. After receipt of complaint, the matter was verified and found that wrongly the said amount has been added as meter change assessment and withdrawn on 21<sup>st</sup> Apr. 2025 which is to be reflected in Apr-2025 bill (to be served in May-2025). So, as the complaint of the complainant has already been redressed, the petition of the consumer should be dropped.

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.

**CO-OPTED MEMBER**

**MEMBER (Fln.)**

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**PRESIDENT**



### **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 ₹ 3,195.67p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that illegal addition of ₹ 2,411.70p in the bill of Mar-2025 which needs to be withdrawn. The OP submitted through written version that the said disputed amount has been done due to meter change in Apr-2024. Subsequently, it is found that the said assessment has been done wrongly for which it has been withdrawn on 21<sup>st</sup> Apr. 2025 which is to be reflected in Apr-25 bill.

The Form has examined the documents submitted by both the parties and observed the followings,

- i) An amount of ₹ 2,411.70p has been added in the bill of Mar-2025 as meter change assessment.
- ii) The OP submitted that the said meter change assessment has done wrongly for which the said amount has been withdrawn on 21<sup>st</sup> Apr. 2025.

During the hearing process, the Forum asked the representative of OP how such wrong assessment has been done & debited in the bill of consumer without proper checking. The OP stated that due to some software issue this has been done and undertakes not to repeat this things in future. The Forum also advised the licensee to be vigilant and proper scrutiny is to be done before raising of any additional bill to the consumer so that the consumer must have trust with the licensee.

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 complaint of the complainant has been properly redressed by the OP & withdrawn ₹. 2,411.70 on 21<sup>st</sup> Apr. 2025. Hence, the complaint of the complainant is hereby dropped.

Case is disposed off accordingly.



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

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

**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Sushil Chandra Behera, At-Rajendrapada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."**