



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/

379

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/280/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Rashmi Ranjan Sahoo, At/Po-Deogaon, Bhanjapada, Dist-Bolangir		911524010251	7873337835																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	09.05.2025																											
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) 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	09.05.2025																											
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 (Fm.)

PRESIDENT

Place of Hearing: Camp Court at Tusura



Appeared:

For the Complainant - Sri Rashmi Ranjan Sahoo
For the Respondent - Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/280/2025

Sri Rashmi Ranjan Sahoo,
At/Po-Deogaon, Bhanjapada,
Dist-Bolangir
Con. No. 911524010251

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.15.05.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Rasmi Ranjan Sahu who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the erroneous bill raised from Nov.-2011 to Sep-2012 with defective meter status where the meter was running. Also, he has disputed about the provisional & average bill raised from Jun-2013 to Sep-2021. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 09.05.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer disputed the average bills raised from Jun-2013 to Sep-2021 with meter defective status where the meter was running. Also, the complainant represented that he was served with average bill from Jun-2013 to Sep-2021 due to meter defective. For that, the total outstanding has been accumulated to ₹ 40,455.05p upto Apr.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the 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 since Feb.-2003. The billing dispute raised by the complainant for the average billing from Nov-2011 to Sep-2012 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Oct-2012 and the consumer was billed with CMR : 6994 but prior to that, the average billing period has not yet revised which needs bill revision. Secondly, the billing dispute raised by the complainant for the average billing from Jun-2013 to Sep-2021 was due to meter defective for that period. A new meter with sl. no. WHL035514 has been installed on 14th

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MEMBER (Fin.)

PRESIDENT

Oct. 2021, thereafter actual billing has been done. As the above-stated period bill has not revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 27th Feb. 2003 and total outstanding upto Apr.-2025 is ₹ 40,455.05p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to wrong meter defective status, he was served with average bills from Nov-2011 to Sep-2012 with meter no. 1989773 which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Nov-2011, the consumer billed on average basis from Nov-2011 to Sep-2012. The meter status has been rectified in Oct-2012 with CMR : 6994. Thereafter actual billing has been done. The defective billing period needs bill revision as per actual consumption of the meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than ten months where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 3,010.14p is to be withdrawn from the arrear outstanding.

2. As represented by the consumer, due to meter defective, he was served with average bills from Jun-2013 to Sep-2021 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. WHL035514 on 14th Oct. 2021 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than eight years. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 15,206.72p is to be withdrawn from the arrear outstanding.

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PRESIDENT




3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 40,455.05p upto Apr.-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 OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 18,216.86p (₹ 3,010.14p + ₹ 15,206.72p). Hence, the Forum directed the OP to carry-out the revision proposal and must 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 Rashmi Ranjan Sahoo, At/Po-Deogaon, Bhanjapada, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."