



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/ 388⁶¹

Dated, the 21/05/2025

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/284/2025																										
2	Complainant/s	Name & Address Sri Bijay Kumar Routray, At-High School Pada, Po-Titilagarh, Dist-Bolangir	Consumer No 912121161170	Contact No. 9679138621																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	14.05.2025																										
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 & 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 border="1"><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	14.05.2025																										
9	Date of Order	21.05.2025																										
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: Camp Court at Titilagarh



Appeared:

For the Complainant - Sri Bijay Kumar Routray
For the Respondent - Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/284/2025

Sri Bijay Kumar Routray,
At-High School Pada,
Po-Titilagarh, Dist-Bolangir
Con. No. 912121161170

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.21.05.2025)

During Camp Court hearing at Titilagarh division office on 14th May 2025, the consumer Shri Bijay Kumar Rautray was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bijay Kumar Rautray who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 1,184.16p raised in the bill of Mar.-2025 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 : 14.05.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 1,184.16p has been debited in the bill of Mar.-2025 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 since Jan.-2020. The billing dispute raised by the complainant for the additional bill of ₹ 1,184.16p has been raised in Mar.-2025 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 average billing made from Dec-2023 to Apr-2024. On 25th May 2024, the defective meter has been replaced with a new meter having meter no. TWSP51157988. After meter replacement, the monthly bills have generated on actual basis. The additional bill of ₹ 1,184.16p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period i.e. from Dec-2023 to Apr-2024.

CO-OPTED MEMBER

MEMBER (Fin.)

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 1 KW. The consumer has availed power supply since 06th Jan. 2020 and total outstanding upto Apr.-2025 is ₹ 1649.43p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed about the additional bill of ₹ 1,184.16p which has been debited in the bill of Mar.-2025. He has represented that during that period the house was under construction and after completion of that, he has given rent in Jul-2024. Hence, succeeding consumption pattern of new meter should not to be taken into consideration and the additional amount is to be withdrawn. In support of that, he has submitted the rent agreement with the tenant dated 16th Jul. 2024.

The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Dec-2023 and continued with same status till Apr.-2024 billing. The OP has replaced the defective meter with a new meter on 24th May 2024 having meter no. TWSP51157988 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 1,184.16p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after five months of meter defective, 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.


The Forum has gone through the documents submitted by both the parties. During the course of hearing, the Forum directed the OP to make inspection of the premises and should submit a report before the Forum within seven days. The OP has verified the premises and confirmed that due to renovation of the building, the premises was vacant upto Jul-2024. The report submitted by SDO-Titilagarh vide ref. no. 118, dated 16th May 2025 has been taken into record.

From the above, it is clear that the house was vacant till 15th Jul. 2024 and the complainant has given this on rent basis from 16th Jul. 2024 through a rent agreement. Prior to that, the house was under construction. Though the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019, but in this case the said clause is not applicable as nature of use varies and consumption pattern of pre-replacement and post replacement of meter should not be taken into consideration.

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 ₹ 1,184.16p raised by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 is to be withdrawn.

Case is disposed off accordingly.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



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 Bijay Kumar Routray, At-High School Pada, Po-Titilagarh, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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."