



## 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/ 390

Dated, the 21/05/2025

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/286/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Trinath Biswal, For Sri Ranka Biswal, At/Po-Jatesingha, Via-Subalaya, Dist-Sonepur		915203030950	7077805991																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	16.05.2025																											
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 &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) <u>155, 157</u></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) <u>155, 157</u>	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	16.05.2025																											
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 Subalaya

**Appeared:**

For the Complainant -Sri Trinath Biswal  
For the Respondent -Sri Abadhut Pradhan, AFM, SED (Representative)

**Complaint Case No. BGR/286/2025**

Sri Trinath Biswal,  
For Sri Ranka Biswal,  
At/Po-Jatesingha, Via-Subalaya,  
Dist-Sonepur  
Con. No. 915203030950

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

**OPPOSITE PARTY**

**ORDER**

**(Dt.21.05.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Trinath Biswal who is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed about the erroneous bill raised in Oct-2019 with 2280 units. 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 : 16.05.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The complainant represented that he has been served with an inflated bill on Oct-2019 with 2280 units. For that, the total outstanding arrear has been accumulated to ₹ 17,663.42p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2012. The billing dispute raised by the complainant for the inflated billing done in Oct-2019 with 2280 units is a genuine dispute. As per billing data, a new meter with sl. no. LW278138 has been replaced on 31<sup>st</sup> Mar. 2019 but actually the said meter was not installed in the consumer premises and the consumer is availing power supply through meter no. 820770 since the date of power supply and is still existing. After receipt of complaint, the matter was verified and necessary amendment has been done in the billing software on 02<sup>nd</sup> Apr. 2025.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 22<sup>nd</sup> Nov. 2012 and total outstanding upto Apr.-2025 is ₹ 17,663.42p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, inflated billing has been done in Oct-2019 with 2280 units which needs bill revision.

The OP admitted the complaint and submitted that due to some error, a new meter has been shown as installed in the consumer premises with sl. no. LW278138 on 31<sup>st</sup> Mar. 2019 whereas the old meter (meter sl. no. 820770) is existing in the consumer premises since the date of power supply. After receipt of complaint, necessary amendment has been done in the billing software on 02<sup>nd</sup> Apr. 2025.

In the instant case, it is surprised that without meter change, it has been shown that meter has been changed and accordingly database has been changed for which the consumer is suffering. The Forum herewith advised the licensee to take some corrective measure so that this sort of error should not be occur 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 ₹ 15,773.53p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 17,663.42p upto Apr.-2025.
3. On scrutiny of the documents, it is observed by the Forum that the erroneous bills raised needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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 ₹ 15,773.53p. Hence, the Forum directed the OP to carry-out the revision proposal which 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 Trinath Biswal, At/Po-Jatesingha, Via-Subalaya, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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 → 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."**