



## 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/ 392<sup>ES</sup>

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/289/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Bimala Barik, At/Po-Biripali, Barikpada, Via-Kantabanji, Dist-Bolangir		912212041609	7749962264																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	20.05.2025																											
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	20.05.2025																											
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 Kantabanji



**Appeared:**

For the Complainant -Smt. Bimala Barik  
For the Respondent -Sri Kailash Ch. Swain, DFM, TED (Representative)

**Complaint Case No. BGR/289/2025**

Smt. Bimala Barik,  
At/Po-Biripali, Barikpada,  
Via-Kantabanji, Dist-Bolangir  
Con. No. 912212041609

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.21.05.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Smt. Bimla Barik who is a LT-Dom. consumer availing a CD of 1 KW. She has disputed about the additional bill of ₹ 11,885.84p raised in the bill of Nov.-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 : 20.05.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The complainant represented that an additional bill of ₹ 11,885.84p has been debited in the bill of Nov-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 since Jan-2020. The billing dispute raised by the complainant for the additional bill of ₹ 11,885.84p has been raised in Nov-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 average billing made from Dec-2021 to Jul-2023. On 31<sup>st</sup> Aug. 2024, the defective meter has been replaced with a new meter having meter no. TWSP51028561. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 11,885.84p has been raised based on the consumption pattern of succeeding six months of new meter.

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

CO-OPTED MEMBER

MEMBER (Fin.)  
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PRESIDENT



## **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 20<sup>th</sup> Jan. 2020 and total outstanding upto Apr.-2025 is ₹ 20,101.34p. 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 ₹ 11,885.84p has been added in the bill of Nov-2024 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective during Dec-2021 and continued with same status till Jul-2023 billing. The OP has replaced the defective meter with a new meter on 31<sup>st</sup> Aug. 2024 with meter no. TWSP51028562 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 ₹ 11,885.84p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one & half years 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.

During the course of hearing, the OP has admitted with the billing complaints and initiated recasting of upward assessment on the spot observing departmental guidelines in obedience of TPWODL SANDESH vide ref. no. TPWODL/CC/326 dated 13.10.2023. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 5,809.40p (₹ 11,885.84p - ₹ 5,995.24p) 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 ₹ 20,101.34p 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 ₹ 5,809.40p (₹ 11,885.84p - ₹ 5,995.24p). 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.PADHIE**  
CO-OPTED MEMBER

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Smt. Bimala Barik, At/Po-Biripali, Barikpada, Via-Kantabanji, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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](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."**