



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/ 423

Dated, the 10/06/2025

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/301/2025																											
2	Complainant/s	Name & Address Sri Sanket Kumar Tripathy, For Sri Dukhishyam Tripathy, At/Po-Jogisarda, Via-Loisingha, Dist-Bolangir		Consumer No 911311110622	Contact No. 8895196886 8895196716																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	29.05.2025																											
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)</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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6. Others																													
8	Date(s) of Hearing	06.06.2025																											
9	Date of Order	10.06.2025																											
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
For the Respondent

–Sri Dharmendra Tripathy (Representative)
–Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/301/2025

Sri Sanket Kumar Tripathy,
For Sri Dukhishyam Tripathy,
At/Po-Jogisarda, Via-Loisingha,
Dist-Bolangir
Con. No. 911311110622

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.10.06.2025)

The consumer was submitted his grievances on 29th May 2025 regarding imposition of additional bill of ₹ 64,708.16p in the bill of Feb.-2025 without any valid reason which was registered as Case no. 301 / 2025. Accordingly, hearing date was fixed on 06th Jun. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Sanket Kumar Tripathy who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 64,708.16p raised in the bill of Feb.-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 : 06.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The complainant represented that an additional bill of ₹ 64,708.16p has been debited in the bill of Feb.-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 May-2014. The billing dispute raised by the complainant for the additional bill of ₹ 64,708.16p has been raised in Feb-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by

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MEMBER (Fin.)

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PRESIDENT

the consumer. The reason of additional bill due to average billing made from Feb-Mar/2016 to Jun-2023. On 26th Jul. 2023, the defective meter has been replaced with a new meter having meter no. TWSP51024221. After meter replacement, the monthly bills have generated on actual basis. The additional bill of ₹ 64,708.16p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted to Jul-2021 to Jun-2023.

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 10th May 2014 and total outstanding upto Apr.-2025 is ₹ 71,113.25p. 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 ₹ 64,708.16p has been added in the bill of Feb-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Feb-Mar/2016 and continued with same status till Jun.-2023 billing. The OP has replaced the defective meter with a new meter on 26th Jul. 2023 with meter no. TWSP51024221 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis.

2. The dispute has raised for imposition of additional bill of ₹ 64,708.16p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after seven years of meter defective. If the licensee could have replaced the defective meter within standard period as prescribed by Hon'ble OERC in Regulation Code (Conditions of Supply), this sort of dispute could not have been raised. Hence, the Forum directed 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 and limited the upward assessment period from Jul-2021 to Jun-2023 (restricted to two year). During the process of hearing, the Forum asked the complainant about the accuracy of monthly meter reading of new smart meter where he has stated that there is no dispute with the new meter installed on 26th Jul. 2023 and they are satisfied with the new smart meter.

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 ₹ 64,708.16p has been raised by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected. The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant desires and the complainant has to adhere the same.



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Case is disposed off accordingly.

K.S.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Sanket Kumar Tripathy, C/o-Sri Dukhishyam Tripathy, At/Po-Jogisarda, Via-Loisingha, Dist-Bolangir-767020.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."