



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/

440⁶

Dated, the

12/06/2025

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/317/2025																										
2	Complainant/s	Name & Address Sri Santosh Behera, At-Tainla, Po-Kanut, Via-Belpada, Dist-Bolangir	Consumer No 912313100419	Contact No. 9178999553																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	11.06.2025																										
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	11.06.2025																										
9	Date of Order	12.06.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Belpada

Appeared:

For the Complainant -Sri Santosh Behera
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/317/2025

Sri Santosh Behera,
At-Tainla, Po-Kanut,
Via-Belpada, Dist-Bolangir
Con. No. 912313100419

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.12.06.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.48 KW. The complainant represented that he is getting the monthly bill on average basis as the meter is defective. For that, the arrear outstanding has been accumulated to ₹ 31,041.94p upto May-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill and replacement of meter.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 11.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The consumer represented that he is being served with average bill as the meter is defective. The complainant represented for installation of new meter suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Aug.-2007. The billing dispute raised by the complainant regarding average billing for the defective meter is a genuine dispute which needs installation of new meter against the defective one. Secondly, the bill of the consumer was blocked from Oct-2021 to Mar-2025 which needs to be billed.

Considering the above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.48 KW. The consumer has availed power supply since 26th Aug. 2007 and the total outstanding upto May-2025 is ₹ 31,041.94p. As complained by the complainant and submission of OP, it is observed by the Forum that,

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT




1. The consumer represented that the present meter is defective and he is being billed with average basis which needs to be redressed. The OP admitted the complaint and assured that a new meter must be installed within seven working days in the premises of the consumer. During hearing, the OP submitted that the energy bill of the consumer was blocked from Oct-2021 to Mar-2025 which needs to be billed.
2. The Forum analysed the billing ledger and found that no bill has been generated from Oct-2021 to Mar-2025. Also, presently the consumer is billed with defective meter on average basis.
3. Hence, it is concluded that the present meter i.e. meter no. 060607919 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised with the said meter from the date of meter installation of new meter to the preceding two years needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.
4. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 31,041.94p upto May-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.

1. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
2. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from the date of new meter installation to the preceding two year under CI-155 & 157 of OERC Regulation Code 2019.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months 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.R. SAHU
PRESIDENT

Copy to: -

1. Sri Santosh Behera, At-Tainla, Po-Kanut, Via-Belpada, Dist-Bolangir-767026.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."