



## 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/

444

Dated, the

17/06/2025

**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/320/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nakula Padhan, At-Kankaria, Po-Ankriapadar, Via-R.College, Dist-Bolangir		915103053222	7848932806																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonapur		Division Sonapur Electrical Division, TPWODL, Sonapur																									
4	Date of Application	13.06.2025																											
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 &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)</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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8	Date(s) of Hearing	13.06.2025																											
9	Date of Order	19.06.2025																											
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: Camp Court at Tarbha



**Appeared:**

For the Complainant

–Sri Nakula Padhan

For the Respondent

–Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur

**Complaint Case No. BGR/320/2025**

Sri Nakula Padhan,  
At-Kankaria, Po-Ankriapadar,  
Via-R.College, Dist-Bolangir  
Con. No. 915103053222

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.19.06.2025)**

During Camp Court hearing at Tarbha Section office on 13<sup>th</sup> Jun. 2025, the consumer Shri Nakula Padhan was present & Shri Bibekananda Dikshit, SDO-Sonepur was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Nakula Padhan who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 8,697.03p 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 : 13.06.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tarbha section of Sonepur Sub-division. The complainant represented that an additional bill of ₹ 8,697.03p 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 Nov.-2018. The billing dispute raised by the complainant for the additional bill of ₹ 8,697.03p 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 Jun-Jul/2022 to Dec-2023. On 25<sup>th</sup> Jan. 2025, the defective meter has been replaced with a new meter having meter no. TWNX313625. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 8,697.03p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period i.e. from Jun-Jul/2022 to Dec-2023.

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 28<sup>th</sup> Nov. 2018 and total outstanding upto May-2025 is ₹ 9,546.06p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply on 28<sup>th</sup> Nov. 2018 but first bill has been generated by the licensee on Jan-2021 which attracts CI-152 (ii) of OERC Dist. (Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and advised the OP to ensure bill generation from the first month of power supply.
2. The complainant disputed about the additional bill of ₹ 8,697.03p has been added in the bill of Feb.-2025 which needs to be withdrawn.
3. The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Jun-Jul/2022 and continued with same status till Dec-2023 billing. The OP has replaced the defective meter with a new meter on 25<sup>th</sup> Jan. 2024 with meter no. TWNX313625 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 ₹ 8,697.03p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one & half year 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 and raised additional bill considering post meter replacement consumption average.

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 ₹ 8,697.03p 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.

Case is disposed off accordingly.

**K.S.PADHIE**  
CO-OPTED MEMBER

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Nakula Padhan, At-Kankaria, Po-Ankriapadar, Via-R.College, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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](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."**