



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/

462

Dated, the

25/06/2025

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/324/2025																										
2	Complainant/s	Name & Address Sri Kumara Rana, For Smt. Hemalata Rana, At-Malpada, Po/Dist-Bolangir	Consumer No 91111240176	Contact No. 9853927506																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	16.06.2025																										
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	19.06.2025																										
9	Date of Order	25.06.2025																										
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

–Sri Kumara Rana

For the Respondent

–Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/324/2025

Sri Kumara Rana,
For Smt. Hemalata Rana,
At-Malpada, Po/Dist-Bolangir
Con. No. 911111250176

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COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

-

OPPOSITE PARTY

ORDER

(Dt.25.06.2025)

The consumer has appealed before the Forum on 16th Jun. 2025 which has been registered as Case no. 324/2025. The complainant has raised his grievances that due erroneous bill in Oct-2024 his arrear outstanding has been increased which needs to be revised.

Accordingly, hearing date has fixed on 19th 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 representative of the consumer Shri Kumara Rana who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the inflated and erroneous bills raised in Oct-2024 with 958 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 : 19.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Balangir-I Sub-division. The complainant represented that he has served with erroneous & inflated bill in Oct-2024 with 958 units. For that, the total outstanding has been accumulated to ₹ 49,426.53p upto May-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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated and erroneous billing in Oct-2024 with 958 units is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to

CO-OPTED MEMBER

MEMBER (Fm.)

PRESIDENT

prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto May-2025 is ₹ 49,426.53p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was done during Oct-2024 with 958 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

During the course of hearing, the OP has admitted with the billing complaints and initiated that after receipt of complaint, they have initiated bill revision process observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 4,097.30p 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 ₹ 49,426.53p 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.

The OP was agreed with the billing dispute and submitted proposed bill revision proposal of ₹ 4,097.30p and the petitioner was convinced with the proposed withdrawal amount of ₹ 4,097.30p. 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. Sri Kumara Rana, At-Malpada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."