



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/

474⁵

Dated, the

30/06/2025

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/326/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Chaitanya Beriha, At/Po-Sankara, Via-Binka, Dist-Sonepur		915304100289	7849020933																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	17.06.2025																											
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)</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	17.06.2025																											
9	Date of Order	30.06.2025																											
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 Binka



Appeared:

For the Complainant

–Sri Chaitanya Beriha

For the Respondent

–Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/326/2025

Sri Chaitanya Beriha,
At/Po-Sankara, Via-Binka,
Dist-Sonepur
Con. No. 915304100289

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.30.06.2025)

HISTORY OF THE CASE

The Complaint petition filed by consumer Shri Chaitanya Beriha who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the imposition of additional bill of ₹ 4,728.84p raised in the bill of May-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 : 17.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Mahadevpali section of Binka Sub-division. The complainant represented that he was served with an additional bill of ₹ 4,728.84p in May-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 Apr.-2007. The billing dispute raised by the complainant for the average billing from Jun-Jul/2021 to Jan.-2024 was due to defective meter in his premises. A new meter with sl. no. TWB144867 has been installed on 21st Apr. 2024. The billing dispute raised by the complainant for the additional bill of ₹ 4,728.84p has been raised in May-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 Feb-2022 to Jan-2024 (restricted to two year).

Based on the above, the OP requested before the Forum to consider this 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 2 KW. The consumer has availed power supply since 30th Apr. 2007 and total outstanding upto May-2025 is ₹ 5,232.33p. 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 ₹ 4,728.84p has been added in the bill of May-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. Jun-Jul/2021 and continued with same status till Jan.-2024 billing. The OP has replaced the defective meter with a new meter on 21st Apr. 2024 with meter no. TWB144867 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis.

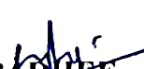
2. The Forum analysed the documents submitted by both the parties and observed that the dispute has been raised for imposition of additional bill of ₹ 4,728.84p in May-2025 bill. From the billing ledger, it is found that the consumer has been billed with defective status from Jun-Jul/2021 to Jan-2024. In the subsequent month, meter status has been rectified from Defective to running status as well as "O" code reading stands with CMR : 6505. Thereafter the meter was gone defective and replaced in 21st Apr. 2024 which is supported with FG meter photo. Hence, the Forum feels that there is no question of exercise of CI-155 of OERC Dist. (Conditions of Supply) Code 2019. In the meanwhile, the OP submitted a written version dated 21st Jun. 2025 that due to some technical glitch the upward assessment has done wrongly and they have withdrawn the upward assessment amount of ₹ 4,728.84p on 20th Jun. 2025 from the bill which will be reflected in the bill of Jun-2025 (served in Jul.-2025).

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 5,232.33p 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 has rectified the bill and withdrawn the additional bill of ₹ 4,728.84p on 20th Jun. 2025 and the dispute of the complainant has been properly redressed, the present case is herewith dropped.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Chaitanya Beriha, At/Po-Sankara, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhoiuagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."