



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/ 462⁽⁵⁾

Dated, the 25/6/2025

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

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|---|--|--|---|---------------------------|--|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/328/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Bhimasen Mahakurk, For Sri Kunja Bihari Mahakur, At-Malijhar, Po-Rigdol, Via-Titilagarh, Dist-Bolangir | Consumer No 912422030725 | Contact No. 7894932284 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Saintala | Division Titilagarh Electrical Division, TPWODL, Titilagarh | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 18.06.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 18.06.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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: Camp Court at Belgaon

Appeared:

For the Complainant
For the Respondent

–Sri Bhimasen Mahakur
–Sri Rakesh Ku. Mishra, Jr. Accountant (Representative)

Complaint Case No. BGR/328/2025

Sri Bhimasen Mahakur,
For Sri Kunja Bihari Mahakur,
At-Malijhar, Po-Rigdol,
Via-Titilagarh, Dist-Bolangir
Con. No. 912422030725

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.25.06.2025)

During Camp Court hearing at Belgaon Camp Court on 18th Jun. 2025, the representative of the consumer Shri Bhimasen Mahakur was present & Shri Rakesh Kumar Mishra, Jr. Accountant, Saintala was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bhimasen Mahakur who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 10,165.92p raised in the bill of Jan.-2023 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 : 18.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belgaon section of Saintala Sub-division. The complainant represented that an additional bill of ₹ 10,165.92p has been debited in the bill of Jan.-2023 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 Feb.-2012. The billing dispute raised by the complainant for the additional bill of ₹ 10,165.92p has been raised in Jan.-2023 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 is due to average billing made from Nov.-2020 to Sep.-2021. On 27th Oct. 2021 & the defective meter has been replaced with a new meter having meter no. WLT200784. After meter replacement, the monthly bills have been generated on actual basis.

CO-OPTED MEMBER

MEMBER (Kin.)

PRESIDENT

The additional bill of ₹ 10,165.92p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period i.e. from Nov.-2020 to Sep.-2021.

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 13th Feb. 2012 and total outstanding upto May-2025 is ₹ 11,854.05p. 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 ₹ 10,165.92p has been added in the bill of Jan.-2023 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Nov.-2020 and continued with same status till Sep.-2021 billing. The OP has replaced the defective meter with a new meter on 27th Oct. 2021 with meter no. WLT200784 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute was raised for imposition of additional bill of ₹ 10,165.92p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after eleven months of meter defective which violates CI-155 of OERC Distribution (Conditions of Supply) Code-2019 and also attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, 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.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 11,854.05p 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 additional bill of ₹ 10,165.92p 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.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bhimasen Mahakur, At-Malijhar, Po-Rigdol, Via-Titilagarh, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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."