



## **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/ 465<sup>B</sup>

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/331/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Urmila Kumbhar, At/Po-Ghunsar, Via-Saintala, Dist-Bolangir		912422050975	7735707346																								
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 border="1"><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 border="1"><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**

–Smt. Urmila Kumbhar

**For the Respondent**

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

**Complaint Case No. BGR/331/2025**

Smt. Urmila Kumbhar,  
At/Po-Ghunsar, Via-Saintala,  
Dist-Bolangir  
Con. No. 912422050975

-

**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 18<sup>th</sup> Jun. 2025, the consumer Smt. Urmila Kumbhar was present & Shri Rakesh Kumar Mishra, Jr. Accountant, Saintala was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Smt. Urmila Kumbhar who is a LT-Dom. consumer availing a CD of 0.04 KW. She has disputed about the additional bill of ₹ 5,593.80p 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 : 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 ₹ 5,593.80p has been debited in the bill of 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 Mar.-2017. The billing dispute raised by the complainant for the additional bill of ₹ 5,593.80p has been raised in May-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to be paid by the consumer. The reason of additional bill is due to average billing made from Nov.-2021 to Jan.-2024. On 14<sup>th</sup> Feb. 2024, the defective meter has been replaced with a new meter having meter no. TWB317021. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 5,593.80p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**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 0.04 KW. Initially, the consumer has availed power supply under KTJ category and subsequently recategorized under DOM tariff w.e.f. May-2021 based on her monthly consumption and total outstanding upto May-2025 is ₹ 5,989.61p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 5,593.80p has been added in the bill of May-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Nov.-2021 and continued with same status till Jan-2024 billing. The OP has replaced the defective meter with a new meter on 14<sup>th</sup> Feb. 2024 with meter no. TWB317021 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 ₹ 5,593.80p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two year and three 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.

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 ₹ 5,593.80p has been raised by the opposite party in the bill of May-2025 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. Smt. Urmila Kumbhar, At/Po-Ghunsar, Via-Saintala, Dist-Bolangir-767032.
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](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."**