



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/

478⁵

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/347/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Minaketan Bishi, For Sri Rushabh Bishi, At-Dalapali, Po-Khuntsamalai, Via-Patnagarh, Dist-Bolangir		912325011605	7077846695																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																																									
4	Date of Application	20.06.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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	20.06.2025																																											
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 Ghumer

Appeared:

For the Complainant - Sri Minaketan Bishi
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/347/2025

Sri Minaketan Bishi,
For Sri Rushabh Bishi,
At-Dalapali, Po-Khuntsamalai,
Via-Patnagarh, Dist-Bolangir
Con. No. 912325011605

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.30.06.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Minaketan Bishi who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the provisional & average bill raised from Jul-2018 to Sep-2020. 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 : 20.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III Section of Patnagarh Sub-division. The complainant represented that he has been served with provisional & average bills from Jul-2018 to Sep-2020. For that disputed bill, the total outstanding has been accumulated to ₹ 2,283.97p 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-Domestic consumer availing power supply since Sep.-2014. The billing dispute raised by the complainant for the provisional & average billing from Jul-2018 to Sep-2020 was due to meter defective for that period. A new meter with sl. no. LW518944 has been installed on 08th Jan. 2020 against that defective meter, thereafter actual billing has been done. But due to delay in updation of meter protocol data, the same has been reflected in Nov-2021 billing with CMR : 549.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

A bill revision has been done by the back-end team for the delay meter updation period and withdrawn ₹ 1,524.22 in the bill of Mar.-2022. Now, bill revision required for the period Jul-2018 to Dec-2019 to resolve the consumer grievances.

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 0.5 KW. The consumer has availed power supply since 29th Sep. 2014 and total outstanding upto May-2025 is ₹ 2,283.97p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Jul-2018 to Sep-2020 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW518944 on 08th Jan. 2020 and thereafter actual billing has been done. Due to delay in meter updation data, the meter change has reflected in Nov.-2021 with CMR : 549. A bill revision has been done by the back-end team for delay meter updation period and withdrawn ₹ 1,524.22p in Mar-2022. The average billing period from Jul-2018 to Dec-2019 needs bill revision as per consumption of new meter in obedience to OERC Regulation Code to resolve the consumer grievances.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than One year. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 1,679.22 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 ₹ 2,283.97p 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 revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 1,679.22. 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.

CO-OPTED MEMBER

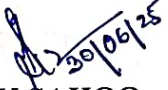
MEMBER (Fin.)

PRESIDENT



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. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Minaketan Bishi, At-Dalapali, Po-Khuntsamalai, Via-Patnagarh, Dist-Bolangir-767025.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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:Bhoimagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."