



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/ 516⁸

Dated, the 24/07/2025

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/354/2025																																											
2	Complainant/s	Name & Address Smt. Kanaka Manjari Sa, For Sri Bala Krushna Sa, C/o-Sri Suresh Chandra Sa, At-Dunguripada, Near Nishamani Residency, Po/Dist-Bolangir		Consumer No 911212370002	Contact No. 8984869142																																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																																									
4	Date of Application	02.07.2025																																											
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	14.07.2025																																											
9	Date of Order	24.07.2025																																											
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 -Smt. Kanaka Manjari Sa
For the Respondent -Smt. Itishree Sahoo, OAG-II (Auth. Representative)

Complaint Case No. BGR/354/2025

Smt. Kanaka Manjari Sa,
For Sri Bala Krushna Sa,
C/o-Sri Suresh Chandra Sa,
At-Dunguripada, Near Nishamani Residency,
Po/Dist-Bolangir
Con. No. 911212370002

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.24.07.2025)

The consumer has appealed before the Forum on 02nd Jul. 2025 which has been registered as Case no. 354/2025. The complainant has raised his grievances that due to defective meter & average billing, the arrear outstanding has gone upto ₹ 1,16,470.23p till Sep.-2023 and requested before the Forum for suitable revision of bill.

Accordingly, hearing date has fixed on 14th Jul. 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 Smt. Kanaka Manjari Sa who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the average bill raised from Apr-May/2005 to Jan.-2022. She has filed 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 : 14.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna section of Bolangir-II Sub-division. The complainant represented that he was served with average bills from Apr-May/2005 to Jan.-2022. For that disputed bill, the total outstanding has been accumulated to ₹ 1,16,470.23p upto Sep.-2023, thereafter power supply has been disconnected. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill and reconnection of power supply.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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 average billing from Apr-May/2005 to Jan.-2022 was due to meter defective for that period. A new meter with sl. no. WHL007733 has been installed on 23rd Dec. 2021 which has been reflected in Oct.-2022 with CMR : 259. For such delay meter updation, bill revision has been done in Sep-2022 bill with a withdrawal amount of ₹ 3,544.93p.

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 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Sep-2023 is ₹ 1,16,470.23p. As complained by the complainant and submission of OP, it is observed by the Forum that,

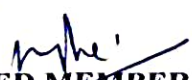
1. As represented by the consumer, due to meter defective, he was served with average bills from Apr-May/2005 to Jan.-2022 which needs bill revision.


The OP admitted the complaint and submitted that a new meter has been installed with meter no. WHL007733 on 23rd Dec. 2021 but due to delay in meter updation data, the same has been reflected in 15th Oct. 2022 with CMR : 259. Accordingly, delay meter updation revision has been done in Sep.-2022 bill with withdrawal amount of ₹ 3,544.93p.

2. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than sixteen years 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.


3. The Forum analysed the billing pattern and found that the outstanding arrear against the consumer is ₹ 1,16,470.23p upto Sep-2023 and thereafter no bill has been generated. Also, the has terminated the power supply agreement on Mar-2024 and adjusted the existing security deposit amount of ₹ 100/- on 15th Mar. 2024. During the hearing process, the OP submitted that power supply to his premises has been disconnected since 20th May 2023, so the agreement is deemed to be terminated w.e.f. Aug-2023. Hence, the OP cannot raise any bill on or after Aug.-2023. As the consumer is interested for availing power supply, he has to deposit the revised arrear and apply in fresh after observing departmental procedure. Hence, the disputed billing period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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.


CO-OPTED MEMBER


MEMBER (Fin.)

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PRESIDENT

1. The energy bills raised to the consumer from Nov.-2019 to Oct-2021 is to be revised as per succeeding months average consumption of new meter by considering IMR: 0 (23.12.2021) & FMR: 259 (15.10.2022) under CI-155 & 157 of OERC Distribution Code 2019.
2. MMFC is to be charged from the date of disconnection of power supply i.e. 20th May 2023 to Jul.-2023 as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
3. All sundries and adjustments are to be considered during the above revision period.
4. After clearance of revised arrear outstanding, the applicant can apply in fresh for availing power supply observing TPWODL procedure.

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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Smt Kanaka Manjari Sa, C/o-Sri Suresh Chandra Sa, At-Dunguripada, Near Nishamani Residency, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."