



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/ 500

Dated, the 11/07/2025

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/358/2025																										
2	Complainant/s	Name & Address Sri Biswanath Tandhi, At-Dhulusar, Po-Chudapali, Dist-Bolangir	Consumer No 911211023318	Contact No. 8658403981																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.07.2025																										
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 & 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 border="1"><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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6. Others																												
8	Date(s) of Hearing	03.07.2025																										
9	Date of Order	11.07.2025																										
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: Camp Court at Chudapali

Appeared:

For the Complainant - Sri Biswanath Tandi
For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir



Complaint Case No. BGR/358/2025

Sri Biswantah Tandi,
At-Dhulusar, Po-Chudapali,
Dist-Bolangir
Con. No. 911211023318

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.11.07.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Biswanath Tandi who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 61,453.62p 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 : 03.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Sub-division, No. II, Bolangir. The complainant represented that an additional bill of ₹ 61,453.62p 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 Jun.-2018. The billing dispute raised by the complainant for the additional bill of ₹ 61,453.62p has been raised in May-2025 bill (for the period 14th Oct. 2022 to 23rd Jul. 2024) in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019. The reason of additional bill due to zero billing / abnormal billing done from Jan-Feb/2023 to Jul-2024. In reality, power supply to the consumer was under disconnection from 20th Mar. 2023 to 20th Jul. 2024 and power supply has been restored on 21st Jul. 2024 after payment of reconnection fees. Hence, the additional bill raised in May-2025 needs reconsideration as power supply was disconnection during that period.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Based on the above, the OP requested before the Forum to consider this 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 30th Jun. 2018 and total outstanding upto May-2025 is ₹ 1,12,152.97p. 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 ₹ 61,453.62p has been added in the bill of May-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, power supply to the consumer was under disconnection from 20th Mar. 2023 to 20th Jul. 2024. Power supply to the consumer has been reconnected on 21st Jul. 2024 after payment of reconnection charges. Considering this, the upward assessment calculation period i.e. 14th Oct. 2022 to 23rd Jul. 2024 may be recalculated.

2. The Forum has gone through the documents submitted by both the parties alongwith billing ledger. It is observed that earlier the consumer has approached before the Forum which was registered as GRF Case no. 1733/2022 and order has been passed on 27th Oct. 2022. In line with GRF order, the defective meter has been replaced on 03rd Nov. 2022 with meter no. TW02004447 and was in service till 23rd Jul. 2024 and bill has been revised with withdrawal amount of ₹ 40,119.73p in Jul-2023 for the period Oct-2021 to Nov. 2022. Also, the OP certified that power supply to the consumer has been disconnected from 20th Mar. 2023 to 20th Jul. 2024. As power supply was under disconnection, there is no genuineness to make additional bill for that period. Hence, the Forum is of the view that the additional billing calculation period needs to be reviewed considering the earlier bill revision period and disconnection period.
3. During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot in line with Reg.-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances Accordingly, the monthly bill has been recalculated with the consumption and reassessed of an amount of ₹ 9,587.33p instead of ₹ 61,453.62p. Accordingly, an amount of ₹ 51,956.29p (₹ 61,453.62p - ₹ 9,587.33p) is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,12,152.97p 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 considering the earlier GRF Case no. 1733/2022 and power supply disconnection period and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 51,956.29p (₹ 61,453.62p - ₹ 9,587.33p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT




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. Sri Biswanath Tandi, At-Dhulusar, Po-Chudapali, Dist-Bolangir-767024.
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."