



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/ 537

Dated, the 29/07/2025

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/371/2025																										
2	Complainant/s	Name & Address Sri Durbadala Padhan, For Miss. Sehati Padhan, At-Baladi, Po-Narayanpur, Via-Tarbha, Dist-Sonepur	Consumer No 915102150779	Contact No. 6370727527																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	15.07.2025																										
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) <u>155, 157</u></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) <u>155, 157</u>	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	15.07.2025																										
9	Date of Order	29.07.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Khari

Appeared:

For the Complainant
For the Respondent

–Sri Durbadala Padhan
–Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/371/2025

Sri Durbadala Padhan,
For Miss. Sebati Padhan,
At-Baladi, Po-Narayanpur,
Via-Tarbha, Dist-Sonapur
Con. No. 915102150779

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.29.07.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has served with abnormal & inflated bill from the date of power supply to till date. For that inflated bill, the arrear outstanding has been accumulated to ₹ 41,106.90p upto Jun-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill and replacement of meter.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 15.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari section of Sonapur Sub-division. The consumer represented that he was served with abnormal & inflated bill from the date of power supply onwards and he is in apprehension that the said meter is recording excess than his actual consumption. The complainant raised dispute against the said disputed billing period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Dec.-2019. The billing dispute raised by the complainant for the excess billing has no base as all the bills have been raised on actual meter reading basis.

Considering the above, the OP requested before the Forum to reject the petition of the consumer and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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 19th Dec. 2019 and the total outstanding upto Jun.-2025 is ₹ 41,106.90p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the accuracy of the meter having meter no. 709559 which has been installed from the date of power supply. The consumer has disputed about the accuracy of the said meter. During the course of hearing the Forum directed the complainant to deposit the required meter testing fees of ₹ 500/- with the licensee so that meter testing can be done by the OP. The complainant has deposited the meter testing fees on the same day against MR no. 44745615072501010001. The Forum directed the OP to intimate the MMG team to test the meter and the report must be reached to the Forum office within seven days. The Concerned MMG team has tested the meter on 24th Jul. 2025 and reported (89.93) without load. Meter RTC failure. Immediately, a new meter has been installed on 25th Jul. 2025 with meter sl. no. TWST15110528 to ascertain actual consumption. The report of MMG has been taken into record.
2. Hence, it is concluded that the meter i.e. meter no. 709559 is a defective one. Accordingly, the bills raised with the said meter from the date of new meter installation to the preceding two years needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 41,106.90p upto Jun.-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.

1. The energy bills to the consumer are to be revised from the date of new meter installation to the preceding two year as per average consumption of new meter considering IMR : 0 (25.07.2025) & FMR : Jan.-2026 under CI-155 & 157 of OERC Regulation Code 2019.
2. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months after receipt of GRF order otherwise it will be treated as non-compliance.

K.S.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Durbadala Padhan, At-Baladi, Po-Narayanpur, Via-Tarbha, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."