



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/ 526⁶⁰

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/375/2025																											
2	Complainant/s	Name & Address Smt. Gouri Sahu, For Smt. Basne Sahu, At/Po-Chandotara, Via-Sindhekela, Dist-Bolangir		Consumer No 912124053511	Contact No. 9937995672																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	16.07.2025																											
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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8	Date(s) of Hearing	16.07.2025																											
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: Camp Court at Sindhekela

Appeared:

For the Complainant

–Smt. Gouri Sahu

For the Respondent

–Sri Kailash Chandra Swain, DM (F&C) (Representative)

Complaint Case No. BGR/375/2025

Smt. Gouri Sahu,
For Smt. Basne Sahu,
At/Po-Chandotara, Via-Sinehekela,
Dist-Bolangir
Con. No. 912124053511

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.24.07.2025)

During Camp Court hearing at Sindhekela Section Office on 16th Jul. 2025, the representative of the consumer Smt. Gouri Sahu was present & Shri Kalilash Chandra Swain, Dy. Manager (Fin. & Com.) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Smt. Gouri Sahu who is a LT-Dom. consumer availing a CD of 0.5 KW. She has disputed about the additional bill of ₹ 15,797.91p 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 : 16.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 15,797.91p 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.-2021. The billing dispute raised by the complainant for the additional bill of ₹ 15,797.91p has been raised in May-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill due to average billing made from May-2023 to May-2024. On 08th Jul. 2024, the defective meter has been replaced with a new meter having meter no.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

TWST1734212. After meter replacement, the monthly bills have generated on actual basis. The additional bill of ₹ 15,797.91p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.

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 0.5 KW. The consumer has availed power supply since 19th Mar. 2021 and total outstanding upto Jun.-2025 is ₹ 18,954.11p. 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 ₹ 15,797.91p has been added in the bill of May-2025 which needs to be withdrawn.



The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective w.e.f. May-2023 and continued with same status till May-2024. The OP has replaced the defective meter with a new meter on 08th Jul. 2024 with meter no. TWST1734212 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 15,797.91p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one year 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.

During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 12,070.97p is to be debited and ₹ 15,797.91p which was debited in the bill of May-2025 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 ₹ 18,954.11p 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.

The OP has initiated the re-assessment of upward assessed amount and the petitioner has convinced with the proposal. Accordingly, the re-assessed amount of ₹ 12,070.97p is to be debited and the upward assessment of ₹ 15,797.91p which was debited in the bill of May-2025 is to be withdrawn. 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. Smt. Gouri Sahu, At/Po-Chandotara, Via-Sindhekela, Dist-Bolangir-767035.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."