



## 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/ 528<sup>GS</sup>

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/379/2025  |   |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address<br>Sri Kusha Thapa,<br>At-Arsatula, Po-Parasara,<br>Via-Sindhekela, Dist-Bolangir   | Consumer No<br>912124042132                                       | Contact No.<br>9178658280 |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 3   | Respondent/s   | Name<br>S.D.O (Elect.), TPWODL, Titilagarh   | Division<br>Titilagarh Electrical Division,<br>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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) – |  |  |
| 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) –  |  |  |   |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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 |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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   |  |  |   |                           |   |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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**

–Sri Kusha Thapa

**For the Respondent**

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

**Complaint Case No. BGR/379/2025**

Sri Kusha Thapa,  
At-Arsatula, Po-Parasara,  
Via-Sindhekela, Dist-Bolangir  
Con. No. 912124042132

-

**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 16<sup>th</sup> Jul. 2025, the consumer Shri Kusha Thapa 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 consumer Shri Kusha Thapa who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bill raised from the date of supply to Nov.-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 : 16.07.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The consumer represented that he was served with average bills due to no meter in his premises from the date of power supply to Nov-2020. For that average bill, the arrear amount has been accumulated to ₹ 24,639.53p upto Jun-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 Nov.-2019. The billing dispute raised by the complainant for the average billing from the date of power supply to Nov-2020 was due to no meter in his premises. A new meter with sl. no. WPM320607 has been installed on 14<sup>th</sup> Dec. 2020, thereafter actual billing has been done. As the above-stated average billing period bill has not been revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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 KW. The consumer has availed power supply since 07<sup>th</sup> Nov. 2019 and total outstanding upto Jun.-2025 is ₹ 24,639.53p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from the date of power supply i.e. 07<sup>th</sup> Nov. 2019 to Nov.-2020 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.

The OP admitted the complaint and submitted that a new meter with sl. no. WPM320607 has been installed on 14<sup>th</sup> Dec. 2020, thereafter actual billing has been done. Due to billing with unmetered status, the consumer was served with average bills from 07<sup>th</sup> Nov. 2019 to Dec.-2020 resulting accumulation of arrear outstanding. The defective billing period needs bill revision as per consumption of new meter in obedience to OERC Regulation.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 24,639.53p upto Jun.-2025.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective 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.

1. The energy bills raised to the consumer from the date of power supply i.e. 07<sup>th</sup> Nov. 2019 to Dec.-2020 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (14.12.2020) & FMR : 955 (Jun.-2021) under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. 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 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 Kusha Thapa, At-Arsatula, Po-Parasara, 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](http://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."**