



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/ 541⁽⁵⁾

Dated, the 29/07/2025

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

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|---|--|--|---|---------------------------|--|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/381/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Goura Charan Hota, At-Krushnapali, Po-Bagbar, Via-B.M.Pur, Dist-Sonepur | Consumer No 915203011333 | Contact No. 8658926892 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, B.M.Pur | Division Sonepur Electrical Division, TPWODL, Sonepur | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 18.07.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 18.07.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 29.07.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 Ulunda

Appeared:

For the Complainant

–Sri Goura Charan Hota

For the Respondent

–Sri Somanath Seth, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/381/2025

Sri Goura Charan Hota,
At-Krushnapali, Po-Bagbar,
Via-B.M.Pur, Dist-Sonepur
Con. No. 915203011333

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

OPPOSITE PARTY

ORDER

(Dt.29.07.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Gaura Charan Hota who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous billing from the date of supply to May-2023 and DPS claimed for the period Nov-Dec/2021 to Mar-2023. 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 : 07.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Ullunda section of B M Pur Sub-division. The complainant represented that he was served with inflated & erroneous billing from the date of supply to May-2013. Also, huge amount of DPS has been claimed during Nov-Dec/2021 to Mar-2023 where the bill was already revised but DPS amount has not been withdrawn. For that, the total outstanding has been accumulated to ₹ 1,78,944.97p 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since May-2007. The billing dispute raised by the complainant for the inflated & erroneous billing from the date of power supply to May-2013 requires field verification for which seven days time may be allowed to make field verification.

Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

power supply since 05th May 2007 and total outstanding upto Jun.-2025 is ₹ 1,78,944.97p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous and inflated billing has been done from the date of supply to May-2013 which needs bill revision as per actual meter reading.
2. Against that, the OP was asked seven day time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 30th Jul. 2025 and submitted the report before the Forum on the same day and certified that erroneous billing has been done from the date of power supply to May-2013. The same has been rectified in May-2013 with CMR : 2662. The inspection report dated 30th Jul. 2025 submitted by SDO-B M Pur has been taken into record. Hence, it is clear that the CMR on May-2013 is 2662.

The Forum examined the documents submitted by both the parties and is of the opinion that the energy bill of the consumer needs bill revision in line with PVR dated 30th Jul. 2025 of SDO-B M Pur.

As submitted by the consumer regarding levy of DPS for the period Nov-Dec/2021 to Mar-2023, the Forum analysed the billing data and found that the OP has revised the disputed bill on Aug-2024 bill and withdrawn ₹ 1,50,498.39p where DPS quantum has not yet revised which needs to be recasted as per revised bill.

3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 1,78,944.97p 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 raised to the consumer raised from the date of power supply i.e. 05th May 2007 to May-2013 is to be revised by considering IMR : 0 (05.05.2007) & FMR : 2662 (May-2013). DP's is to be recasted on the revised bill accordingly.
2. The DPS raised for the period Nov-Dec/2021 to Mar.-2023 is to be revised on the basis of revised bill of ₹ 1,50,498.39p done in Aug.-2024 bill.
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.PADNEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Goura Charan Hota, At-Krushnapali, Po-Bagbar, Via-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."