



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/ 550⁽⁵⁾

Dated, the 30/07/2025

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/390/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Bilu Satnami, At/Po-Bangomunda, Satnamipada, Dist-Bolangir		912212180443	9556399957																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	23.07.2025																											
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)</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)	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	23.07.2025																											
9	Date of Order	30.07.2025																											
10	Order in favour of	Complainant	Respondent	✓	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRRSIDENT

Place of Hearing: Camp Court at Bangomunda

Appeared:

For the Complainant - Sri Bilu Satnami
For the Respondent - Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/390/2025

Sri Bilu Satnami,
At/Po-Bangomunda, Satnamipada,
Dist-Bolangir
Con. No. 912212180443

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.30.07.2025)

During Camp Court hearing at Bangomunda on 23rd Jul. 2025, the consumer Shri Bilu Satnami was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bilu Satnami who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the abnormal and inflated billing done in Jan-2024 bill of ₹ 17,837.18p. 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 : 24.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The complainant represented that he has been served with abnormal and inflated in Jan.-2024 with an amount of ₹ 17,837.18p. For that disputed bill, the total outstanding has been accumulated to ₹ 22,742.57p 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 Jan.-2013. The billing dispute raised by the complainant for the abnormal and inflated billing in Jan.-2024 bill has no base and not a genuine dispute as all bills have raised on actual meter reading basis. Hence, the petition of the complainant should be rejected. Regarding monthly billing, the consumer was billed with "AVERAGE" billing from Jan.-2019 to Jan.-2024. During the said disputed period, the meter was

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MEMBER (Fin.)

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PRESIDENT

running but due to erroneous meter status punched by the concerned meter reader in Jan.-2019, the consumer was billed on average basis. The matter has been detected in Feb.-2025 billing and "O" code meter status correction has been done with CMR : 9074 & IMR : 2501. Accordingly, differential unit of 6573 units of ₹ 17,837.18p has been billed in Jan.-2024 bill (served in Feb-2025). As the bills has been raised on actual meter reading basis, there is no need of bill revision.

Considering the above, the OP requested before the Forum to reject the petition of the 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 01st Jan. 2013 and total outstanding upto Jun-2025 is ₹ 22,742.57p. 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 in Jan.-2024 with an additional amount of ₹ 17,837.18p which needs to be withdrawn. The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in Jan.-2019 billing, the consumer was billed with average basis instead of actual meter reading basis. The meter status has been rectified in Feb.-2024 with CMR : 9074 & IMR : 2501. In response to that an additional bill of 6573 units amounting to ₹ 17,837.18p has been raised in Jan-2024 bill month. Thereafter actual billing has been done.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than five years where the meter is in running with OK status in the field for which the consumer has raised dispute. Due to negligence on the part of OP, average billing has been done which could have been avoided for which it is advised to the OP to be taken care in future.

2. Regarding imposition of additional bill of ₹ 17,837.18p done in Jan.-2024, the OP is of the view that as per meter reading recorded in Feb.-2024 with CMR : 9074, the monthly bill has been recasted by considering slab benefit from Jan-2019 to Jan.-2024. Accordingly, additional bill has been debited based on the actual consumption as per OERC Regulation.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 22,742.57p 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 additional bill of ₹ 17,837.18p raised in Jan-2024 billing for the period Jan.-2019 to Jan.-2024 is genuine and in obedience to OERC Regulation and the consumer is liable to pay the same. Hence, the complaint of the complainant is hereby rejected. The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant desires and the complainant has to adhere the same.


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PRESIDENT



Case is disposed off accordingly.

K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bilu Satnami, At/Po-Bangomunda, Satnamipada, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."