



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/ 562

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/404/2025																										
2	Complainant/s	Name & Address Smt. Ambika Suna, For Sri Dilip Suna, At/Po-Bhalumunda, Via-Bangomunda, Dist-Bolangir	Consumer No 912212180511	Contact No. 8658961615																								
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) 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																		
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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.)

PRESIDENT

Place of Hearing: Camp Court at Bangomunda



Appeared:

For the Complainant

–Smt. Ambika Suna

For the Respondent

–Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/404/2025

Smt. Ambika Suna,
For Sri Dilip Suna,
At/Po-Bhalumunda,
Po-Bangomunda, Dist-Bolangir
Con. No. 912212180511

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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 representative of the consumer Smt. Ambika Suna was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Smt. Ambika Suna who is a LT-Dom. consumer availing a CD of 0.5 KW. She has disputed about the additional bill of ₹ 37,884.07p raised in the bill of Jun-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 : 23.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The complainant represented that an additional bill of ₹ 37,884.07p has been debited in the bill of Jun-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 Feb.-2013. The billing dispute raised by the complainant for the additional bill of ₹ 37,884.07p has been raised in Jun-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 Aug-2022 to May-


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MEMBER (Fin.)
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PRESIDENT

2024. On 20th Feb. 2024, the defective meter has been replaced with a new meter having meter no. TWB318649. After meter replacement, the monthly bills have been generated on actual basis. A bill revision has been done for delay meter updation for the period Feb.-2024 to May-2024 and withdrawn ₹ 580.75p in the bill of Jul.-2024. The additional bill of ₹ 37,884.07p 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 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 15th Feb. 2013 and total outstanding upto Jun.-2025 is ₹ 70,650.19p. 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 ₹ 37,884.07p has been added in the bill of Jun.-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. Aug.-2022 and continued with same status till Feb.-2024. The OP has replaced the defective meter with a new meter on 20th Feb. 2024 with meter no. TWB318649 but due to delay in meter data updation, the meter no. has been reflected in the bill of May-2024 for which a delay meter updation revision of ₹ 580.75p has done in Jul-2024 for the period Feb.-2024 to Apr-2024 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has been raised for imposition of additional bill of ₹ 37,884.07p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one & half 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 ₹ 25,949.94p is to be debited and ₹ 37,884.07p which was debited in the bill of Jun.-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 ₹ 70,650.19p 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.


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MEMBER (Fin.)


PRESIDENT



The OP has initiated the re-assessment of upward assessed amount and the petitioner was convinced with the proposal. Accordingly, the re-assessed amount of ₹ 25,949.94p is to be debited and the upward assessment of ₹ 37,884.07p which was debited in the bill of Jun.-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.

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. Ambika Suna, At/Po-Bhalumunda, Via-Bangomunda, 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."