



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/ 631⁽⁵⁾

Dated, the 26/08/2025

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/412/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ramesh Kumar Behera, At/Po-Titilagarh, Dist-Bolangir		912001012355	7978125884																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	24.07.2025																											
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	13.08.2025																											
9	Date of Order	26.08.2025																											
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 Titilagarh

Appeared:

For the Complainant - Sri Ramesh Kumar Behera
For the Respondent - Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/412/2025

Sri Ramesh Kumar Behera,
At/Po-Titilagarh,
Dist-Bolangir
Con. No. 912001012355

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.26.08.2025)

The consumer has appealed before the Forum for revision of bill. Accordingly, hearing date was fixed on 13th Aug. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During hearing conducted at Titilagarh Division office on 13th Aug. 2025, the consumer Shri Ramesh Kumar Behera was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ramesh Kumar Behera who is a LT-Irr. consumer availing a CD of 1 KW. He has disputed about the arrear outstanding 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 : 13.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The complainant represented that due to erroneous bill served by the OP, the arrear outstanding has been accumulated which needs to be revised and requested before the Forum for revision of bill.

PREVIOUS COMPLAINS IF ANY :

Letter dated 16th Jun. 2023 addressed to SDO-Titilagarh.

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-Irr. consumer availing power supply since July-2021. The billing dispute raised by the complainant about the arrear outstanding is not a genuine dispute. The arrear outstanding

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MEMBER (Fin.)

PRESIDENT

has been accumulated due to non-payment of monthly energy bill by the consumer. There is an average bill raised to the consumer for the meter defective period pertaining to Feb-2023 to Sep-2024. The said defective meter has been replaced on 19th Oct. 2024 with meter no. TWSP51107391. After installation of meter and as per succeeding six months average consumption, an additional bill of ₹ 5,112.79p 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.

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-Irr. consumer with a CD of 1 KW. The consumer has availed power supply since 07th Jul. 2021 and total outstanding upto Jul.-2025 is ₹ 18,096.34p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, there is an accumulation of arrear outstanding due to erroneous bill raised by the OP which needs to be revised.
The OP submitted relevant record that, average billing was done for the month of Feb-2023 to Sep-2024 due to meter defective. The OP has replaced the defective meter with a new meter on 19th Oct. 2024 with meter no. TWSP51197391 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. Based on the average consumption of new meter for the succeeding six months, an additional bill of ₹ 5,112.79p has been raised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Also, the consumer has not paid the monthly bill regularly for which the arrear outstanding has been accumulated.
2. The Forum has gone through the documents submitted by both parties and observed that average billing has been done for the month of Feb.-2023 to Sep-2024 with meter status of "DEFECTIVE". The OP has replaced the defective meter with a new meter on 19th Oct. 2024 with meter no. TWSP51197391 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 ₹ 5,112.79p 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 Forum observed that though the consumer has executed agreement with OP under LT-Irrigation category but at present he is using power supply for poultry firm purpose which violates billing tariff category. The complainant is hereby advised to apply before the OP with compliance of departmental formalities and for execution of an amended agreement.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 18,096.34p upto Jul.-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

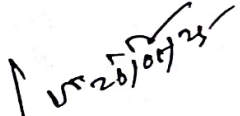


1. There is no error in the monthly energy bill and the consumer is liable to pay the same.
2. Regarding additional bill of ₹ 5,112.79p as has been raised by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected. However, The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant so desires and the complainant has to adhere the same.
3. The complainant is advised to apply before the OP regarding amendment of billing tariff category observing departmental formalities.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ramesh Kumar Behera, At/Po-Titilagarh, Dist-Bolangir-767033.
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."