



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/ 586⁽⁵⁾

Dated, the 07/08/2025

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/418/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Makaru Chandan, For Smt. Sukha Chandan, At-Singhamunda, Po-Desandh, Via-Deogaon, Dist-Bolangir		911524120313	- -
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	05.08.2025			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	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	05.08.2025			
9	Date of Order	07.08.2025			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others	
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Budabahal

Appeared:

For the Complainant -Sri Makaru Chandan
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/418/2025

Sri Makaru Chandan,
For Smt. Sukha Chandan,
At-Singhamunda, Po-Desandh,
Via-Deogaon, Dist-Bolangir
Con. No. 911524120313

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.07.08.2025)

During Camp Court hearing at Kudabahal on 05th Aug. 2025, the representative of the consumer Shri Makaru Chandan was present & Shri Narottam Maharana, SDO-Tusura Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Makaru Chandan who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the inflated and erroneous bills raised in Nov.-2015 & Feb-Mar/2016 with 2425 & 4850 units. 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 : 05.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The complainant represented that he has been served with erroneous & inflated bill in Nov.-2015 with 2425 units & Feb-Mar/2016 with 4850 units. For that, the total outstanding has been accumulated to ₹ 40,574.24p upto Jul.-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-Dom. consumer availing power supply since Nov-2015. The billing dispute raised by the complainant for the inflated and erroneous billing in Nov.-2015 & Feb-Mar/2016

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PRESIDENT

with 2425 & 4850 units is a genuine dispute. This has happened due to erroneous reading in Nov.-2015 and provisional billing in Feb-Mar/2016 which was not adjusted in the subsequent bill. As the above-stated period bill has not been revised, it needs bill revision.

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 10th Nov. 2015 and total outstanding upto Jul-2025 is ₹ 40,574.24p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & abnormal billing was done in Nov-2015 & Feb-Mar/2016 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous billing has been done in Nov-2015 with 2425 units. Also, in Feb-Mar/2016, provisional bill of 4850 units has been raised which was not adjusted subsequently. Hence, to resolve the consumer grievances, the subsequent months reading should be taken into consideration to resolve the consumer grievances.

The Forum examined the documents submitted by both the parties along with billing ledger. It is observed that the consumer has availed power supply on 10th Nov. 2025. The 1st bill was generated on 12th Dec. 2015 with 2425 units (billing for 32 days). It is quite impossible that such huge consumption of 2425 units in just 32 days. In this case, the genuineness of IMR : 1 taken at the time of power supply is in question. The OP is also admitted in the above-stated point. Similarly, during Feb-Mar/2016, provisional bill of 4850 units has been raised which is supposed to be auto-adjusted at the time actual reading. But in the above case, this has not been done which indicates that there is some software glitch for which the provisional bill has not been adjusted.

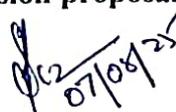
During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 40,500.00p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 40,574.24p 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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 40,500.00p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


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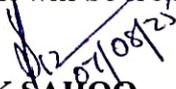

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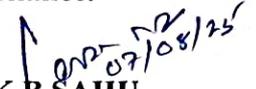


Case is disposed off accordingly.

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. PATHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Makaru Chandan, At-Singhamunda, Po-Desandh, Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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.”