



## **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/ 604<sup>(5)</sup>

Dated, the 19/08/2025

**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/423/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Rabinarayan Sa, At-Balpur, Po-Kutasingha, Via-Lachhipur, Dist-Sonepur		911313080069	8847832738																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.08.2025																											
5	In the matter of-	<table border="1"><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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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 border="1"><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	06.08.2025																											
9	Date of Order	19.08.2025																											
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 Kutasingha



**Appeared:**

For the Complainant - Sri Rabinarayan Sa  
For the Respondent - Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/423/2025**

Sri Rabinarayan Sa,  
At-Balpur, Po-Kutasingha,  
Via-Lachhipur, Dist-Sonepur  
Con. No. 911313080069

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.19.08.2025)**

During Camp Court hearing at Loisingha Office on 06<sup>th</sup> Aug. 2025, the representative of the consumer Shri Rabinarayan Sa was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Rabinarayan Sa who is a LT-Dom. consumer availing a CD of 1.2 KW. He has disputed about the erroneous bills have been raised Dec-2019 to Jul-2020 for which the arrear outstanding has been accumulated. 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 : 06.08.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The consumer represented that he has been served with erroneous bills during Dec-2019 to Jul-2020 for which the total outstanding has been accumulated to ₹ 11,698.76p 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-Domestic consumer availing power supply since Oct-2011. The billing dispute raised by the complainant for the erroneous billing from Oct-2015 to Feb-2016 is a genuine dispute. During the said disputed period, the meter was running but due to erroneous meter status punched by the concerned meter reader, the consumer was billed on average basis. As the above-stated period bill has not been revised, it needs bill revision.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT

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 1.2 KW. The consumer has availed power supply since 10<sup>th</sup> Jun. 2014 and total outstanding upto Mar.-2025 is ₹ 11,698.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done from Dec-2019 to Jul-2020 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that the energy meter of the consumer was gone defective w.e.f. Dec-2019 and continued upto Jan-2020. A new meter has been installed with meter no. LW412432 on 01<sup>st</sup> Feb. 2020 but due to delay in meter updation data, the same has been reflected in Sep-2020 with CMR : 2100. Accordingly, delay meter updation revision has been done in Mar-2022 with withdrawal amount of ₹ 4,225.54p.

The Forum analysed the billing ledger and found that proper bill revision has been done by OP for the disputed billing period with a withdrawal amount of ₹ 4,225.54p and effected in the bill of Mar-2022 and hence no further revision is required.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 11,698.76p 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 energy bill of the disputed period has already been revised in Mar-2022 with an withdrawal amount of ₹ 4,225.54p and there is no scope of further bill revision. Hence, the complaint of the complainant is hereby rejected.

Case is disposed off accordingly.

  
**K.S.PADHEE**  
CO-OPTED MEMBER

  
**P.K.SAHOO**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Rabinarayan Sa, At-Balpur, Po-Kutasingha, Via-Lachhipur, Dist-Sonepur-767068.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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](http://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."**