



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/ 590^B

Dated, the 14/08/2025

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/424/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Sunil Kumar Kheti, For Sri Bhagabata Kheti, At-Dunguripali, Po-Kutasingha, Via-Lachhipur, Dist-Bolangir		911313030467	8260332349																								
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><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) –		
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) –																													
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) <u>155, 157</u></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) <u>155, 157</u>	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																		
1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u>																													
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	06.08.2025																											
9	Date of Order	14.08.2025																											
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 Sunil Kumar Kheti
For the Respondent - Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/424/2025

Sri Sunil Kumar Kheti,
For Sri Bhagabata Kheti,
At-Dunguripali, Po-Kutasingha,
Via-Lachhipur, Dist-Bolangir
Con. No. 911313030467

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.14.08.2025)

During spot hearing at Kutasingha consumer camp on dt.06.08.2025 the Complainant Sri Sunil Kumar Kheti appeared before the Forum in person and also Sri Saroj Kumar Kanda, S.D.O (Elect.), TPWODL, Loisingha appeared as opposite party.

The Complainant bearing consumer no. 911313030467 in his written petition dt.06.08.2025 disputed that the wrong bills have been raised against him from time to time, resulting accumulation of arrear to a huge amount. He therefore requested before the Forum to sortout the problem by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from August'2010 to January'2024. He also admitted the fact that bills on actual basis were being raised from the beginning to September'2013 against meter no. 930176 which later on shown defective and accordingly average bills were done from October'2013 to September '2015. Subsequently the reading was rectified through 'O' code with CMR '3368' during October'2015 as the same meter was running ok. He also requested before the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant records placed before it observed that;

1. The CD of the premises is 1.5 KW under LT/ Domestic category with date of power supply on dt.30.07.2020.
2. The outstanding arrear has gone up to Rs.18022.87 by month ending July'2025.
3. The meter with Sl. No. 930176 although ok in status was billed on average basis during the period from October'2013 to October'2015 which was rectified through reading given on 'O' code. The CMR stands at 3368 during October'2015.
4. Accordingly, the average bills from October'2013 to October'2015 needs to be revised with IMR '2865' (IMR of October'2013) and CMR '3365' (CMR of October'2015).

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

However, in course of hearing the opposite party was agreed with the billing complaint and initiated bill revision process on spot observing all departmental guidelines and accordingly the monthly bills were recalculated and an amount of Rs.3852.58 is to be withdrawn from the arrear. The Complainant was also convinced with the proposed withdrawal of Rs.3852.58 from the arrear.

The Forum therefore directed the opposite party to carry-out the revision proposal which is to 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. Sri S unil Kumar Kheti, At-Dunguripali, Po-Kutasingha, Via-Lachhipur, Dist-Bolangir-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 → 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."