



## **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/ 592

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/426/2025																											
2	Complainant/s	Name & Address Sri Sushanta Barik, For Sri Ratnakara Barik, At-Asurmunda Chowck, Po-Lachhipur, Dist-Sonepur		Consumer No 911313061409	Contact No. 8637210454																								
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) 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	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 Sushanta Barik  
**For the Respondent** - Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/426/2025**

Sri Sushanta Barik,  
For Sri Ratnakara Barik,  
At-Asurmunda Chowck,  
Po-Lachhipur, Dist-Sonepur  
Con. No. 911313061409

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.14.08.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Sushanta Barik who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the additional bill of ₹ 39,931.83p raised in the bill of May-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 : 06.08.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The complainant represented that an additional bill of ₹ 39,931.83p has been debited in the bill of May-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 Dec.-2014. The billing dispute raised by the complainant for the additional bill of ₹ 39,931.83p has been raised in May-2025 bill (for the period 05<sup>th</sup> May 2022 to 04<sup>th</sup> May 2024) in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019. The reason of additional bill due to zero billing / abnormal billing done from 30<sup>th</sup> Jun. 2021 to 04<sup>th</sup> May 2024. In reality, average billing was done for the month of Feb. & Mar-2024. Against the defective meter, a new meter has been installed on 04<sup>th</sup> May 2024 with meter no. TWSP51157967 and thereafter actual billing is going on. Hence, the additional bill raised in May-2025 needs reconsideration considering the meter defective period.

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**



## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 14<sup>th</sup> Dec. 2014 and total outstanding upto Jun-2025 is ₹ 51,207.82p. 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 ₹ 39,931.83p has been added in the bill of May-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the meter of the consumer was defective for the period of Feb. & Mar.-2024. A new meter has been replaced on 04<sup>th</sup> May 2024 with meter no. TWSP51157967, thereafter actual billing is going on. During the course of hearing, the OP intimated the Forum that they have initiated bill revision process considering actual meter defective period for which the reassessed amount is ₹ 2,986.78p instead of ₹ 39,931.83p which was debited in the bill of May-2025 is to be withdrawn from the arrear outstanding. The calculation sheet submitted by OP has been taken into record.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 51,207.82p 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.

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 ₹ 2,986.78p is to be debited and the upward assessment of ₹ 39,931.83p which was debited in the bill of May-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. Sri Sushanta Barik, At-Asurmunda Chowck, Po-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 → 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."