

## 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/

55<sup>th</sup>

Dated, the

27/01/2025

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/43/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Susanta Dharua, For Sri Debraj Dharua, At-Salepali, Po-Gangasagar, Via-Patnagarh, Dist-Bolangir		912322033494	8260643791																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	21.01.2025																											
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 &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><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	21.01.2025																											
9	Date of Order	27.01.2025																											
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 Patnagarh

**Appeared:**

**For the Complainant** -Sri Susanta Dharua  
**For the Respondent** -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/43/2025**

Sri Susanta Dharua,  
For Sri Debraj Dharua,  
At-Salepali,  
Po-Gangasagar,  
Via-Patnagarh,  
Dist-Bolangir  
Con. No. 912322033494

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.27.01.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Susanta Dharua who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed the erroneous & inflated bill raised in Jul.-2023 with 18569 units and average bills raised from Oct.-2023 to Dec.-2023. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

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 : 21.01.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-II section of Patnagarh Sub-division. The complainant represented that he was served with erroneous & inflated bill in Jul-2023 with 1856 units and average bills from Oct.-2023 to Dec-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

He stated that due to such disputed bill, he has not made regular payment for which the arrear outstanding has been accumulated to ₹ 16,392.85p upto Dec.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



### **SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since May-2020 and total outstanding upto Dec.-2024 is ₹ 16,392.85p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was done in Jul.-2023 with 1856 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 5,287.50p is to be withdrawn from the arrear outstanding.

2. The consumer represented that due to meter defective, he was served with average bills from Oct.-2023 to Dec.-2023 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB126272 on 28<sup>th</sup> Jan. 2024 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, the OP has taken initiative for replacement of defective meter in the consumer premises. The Forum appreciated such pro-active action of OP.

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 ₹ 4,998.44p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 16,392.85p upto Dec.-2024.

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 ₹ 10,285.94p (₹ 5,287.50p + ₹ 4,998.44p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


  
CO-OPTED MEMBER

  
MEMBER (Fin.)

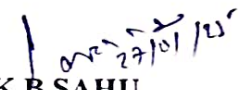
  
PRESIDENT

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 Susanta Dharua, At-Salepali, Po-Gangasagar, Via-Patnagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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](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."**