



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/

596⁵

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/430/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Akrura Mallick, At/Po-Rampur, Via-Salebhata, Dist-Bolangir		911311130351	7077842063																								
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) –		
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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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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 Loisingha

Appeared:

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

Complaint Case No. BGR/430/2025

Sri Akura Mallick,
At/Po-Rampur, Via-Salebhata,
Dist-Bolangir
Con. No. 911311130351

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 consumer Shri Akura Mallick who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has served with abnormal & inflated bill from the date of power supply to Aug.-2021. For that inflated bill, the arrear outstanding has been accumulated to ₹ 7,616.78p upto Jul-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 06.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha Section of Loisingha Sub-division. The consumer represented that he was served with abnormal & inflated bill from the date of power supply to Aug-2021 and he was in apprehension that the said meter is recording excess than his actual consumption. For that the said meter was tested on 07th Jul. 2021 and found error. A new meter has been installed on 17th Aug. 2021 but the disputed period bill has not yet revised. The complainant raised dispute against the said disputed billing period and requested before the Forum for suitable revision of bill.

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 Apr.-2017. The billing dispute raised by the complainant for the excess billing is based on facts. Based on consumer complaint, the said disputed meter (meter sl. no. 435622) which was installed since the date of power supply was tested on 07th Jul. 2021 and found error beyond permissible limit for which the meter has been replaced with a new one on 17th Aug. 2021 with meter no. WLT211419 and the said meter is continuing till date. But till date, the disputed billing period has not yet revised which needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

Considering the above, the OP requested before the Forum to consider this 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 23rd Apr. 2017 and the total outstanding upto Jul.-2025 is ₹ 7,616.78p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The consumer has disputed the accuracy of the meter having meter no. 435622 which was installed from the date of power supply. Based on the complaint the OP was tested the meter on 07th Jul. 2021 and found the error % is 369% which is beyond the permissible limit. A new meter has been installed by the OP on 17th Aug. 2021 with meter no. WLT211419 and the same meter is continuing till date. But till date, the disputed period bill has not revised. The meter test report dated 07th Jul. 2021 tested by OP has taken into record.
2. The OP admitted the complaint and submitted that due to oversight the bill has not yet been revised. 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 ₹ 5,000.00p 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 ₹ 7,616.78p upto Jul.-2025.

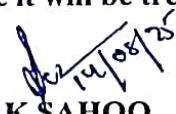
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

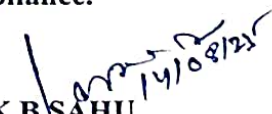
The OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 5,000.00p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Akrura Mallick, At/Po-Rampur, Via-Salebhata, Dist-Bolangir-767021.
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."