



## 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/

679<sup>CS</sup>

Dated, the

17/09/2025

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/433/2025																										
2	Complainant/s	Name & Address Sri Radhakanta Pradhan, For Sri Chittaranjan Pradhan, At/Po-Badngomunda, P.S-Tusura, Dist-Bolangir	Consumer No 911523280215	Contact No. 9778220675																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	11.08.2025																										
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 &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)</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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8	Date(s) of Hearing	11.09.2025																										
9	Date of Order	17.09.2025																										
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:** GRF, Bolangir

**Appeared:**

**For the Complainant** - Sri Radhakanta Pradhan  
**For the Respondent** - Sri Narottam Maharana, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/433/2025**

Sri Radhakanta Pradhan,  
For Sri Chittaranjan Pradhan,  
At/Po-Badngomunda, P.S-Tusura,  
Dist-Bolangir  
Con. No. 911523280215

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.17.09.2025)**

The consumer has appealed before the Forum for revision of bill. Accordingly, hearing date was fixed on 11<sup>th</sup> Sep. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During hearing conducted at Forum office on 11<sup>th</sup> Sep. 2025, the representative of the consumer Shri Radhakanta Padhan was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition was filed by the consumer Shri Chittaranjan Padhan who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the arrear outstanding and additional bill imposed in 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 : 11.09.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tusura section of Tusura Sub-division. The complainant represented that due to erroneous bill served by the OP, the arrear outstanding has been accumulated which needs to be revised and requested before the Forum for revision of bill.

**PREVIOUS COMPLAINS IF ANY :**

Letter dated 19<sup>th</sup> Jun. 2025 addressed to SDO-Tusura.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

Page 2 of 4

**PRESIDENT**



### **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-Dom. consumer availing power supply since Jan.-2015. The billing dispute raised by the complainant about the arrear outstanding is not a genuine dispute. The arrear outstanding has been accumulated due to non-payment of monthly energy bill by the consumer. There is an average bill raised to the consumer for the meter defective period pertaining to Jul-2023 to Jul-2024. The said defective meter has been replaced on 27<sup>th</sup> Aug. 2024 with meter no. TWB158889. After installation of meter and as per succeeding six months average consumption, an additional bill of ₹ 9,921.79p has been raised in May-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer.

Based on the above, the OP requested before the Forum to reject the complaint of complainant 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 03<sup>rd</sup> Jan. 2015 and total outstanding upto Aug.-2025 is ₹ 26,553.47p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, there is an accumulation of arrear outstanding due to erroneous bill raised by the OP which needs to be revised.

The OP submitted by OP with relevant record that, average billing was done for the month of Jul-2023 to Jul-2024 due to meter defective. The OP has replaced the defective meter with a new meter on 27<sup>th</sup> Aug. 2024 with meter no. TWB158889 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. Based on the average consumption of new meter for the succeeding six months, an additional bill of ₹ 9,921.79p has been raised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Also, the consumer has not paid the monthly bill regularly for which the arrear outstanding has been accumulated.

2. The Forum has gone through the documents submitted by both parties and observed that average billing has been done for the month of Jul.-2023 to Jul-2024 with meter status of "DEFECTIVE". The OP has replaced the defective meter with a new meter on 27<sup>th</sup> Aug. 2024 with meter no. TWB158889 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 9,921.79p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one year of meter defective which violates CI-155 of OERC Distribution (Conditions of Supply) Code-2019 and also attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019. Besides the above, there is no error in the billing.



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT




3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 26,553.47p upto Aug.-2025.

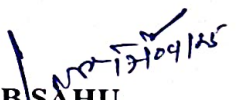
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. There is no error in the monthly energy bill and the consumer is liable to pay the same.
2. Regarding additional bill of ₹ 9,921.79p as has been raised by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected. The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.

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

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

  
**K.B.SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Radhakanta Pradhan, At/Po-Badngomunda, P.S-Tusura, Dist-Bolangir-767030.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."**