



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/ 634⁽⁵⁾

Dated, the 26/08/2025

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/440/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Jashobanta Bag, At-Kudobhata, Po-Belpada, Dist-Bolangir	912313100021	9938551527																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	12.08.2025																										
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 & 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 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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6. Others																												
8	Date(s) of Hearing	12.08.2025																										
9	Date of Order	26.08.2025																										
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 Belpada

Appeared:

For the Complainant -Sri Jashobanta Bag
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/440/2025

Sri Jashobanta Bag,
At-Kudobhata, Po-Belpada,
Dist-Bolangir
Con. No. 912313100021

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.26.08.2025)

During Camp Court hearing at Belpada on 12th Aug. 2025, the consumer Shri jasobanta Bag was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Jasobanta Bag who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the inflated and erroneous bills raised in Jul.-2025 with 5015 units. 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 : 12.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The complainant represented that he has been served with erroneous & inflated bill in Jul.-2025 with 5015 units. For that, the total outstanding has been accumulated to ₹ 32,911.87p upto Jul.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the inflated and erroneous billing in Jul-2025 with 5015 units (IMR : 3686 & FMR : 8701) is a genuine dispute. Actually, in Jun-2025, the consumer was billed with 220 units (IMR : 3466 & FMR : 3686) but due to some technological error in the meter during Jul-2025, the meter has shown abnormal consumption which needs bill revision.

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MEMBER (Fin.)
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PRESIDENT



Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

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 prior to Apr-1999 and total outstanding upto Jul-2025 is ₹ 32,911.87p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that erroneous & abnormal billing has been done in Jul-2025 with 5015 units which needs bill revision.

The OP admitted the complaint and submitted that the complaint of the complainant is a genuine dispute. In Jul-2025, the consumer is being billed with 5015 units which seems to be abnormal which may have caused some technological error in the present meter. Hence, to resolve the consumer grievances, the disputed billing month needs bill revision.

The Forum examined the documents submitted by both the parties along with billing ledger and written version submitted by OP. It is observed that the consumer has availed power supply prior to Apr-1999. The consumer was billed in Jun-2025 with 220 units but the bill of Jul-2025 has been generated with 5015 units (billing for 34 days). It is quite impossible that such huge consumption of 5015 units in just 34 days. The meter reading of the consumer is,

MONTH	IMR	CMR	UNITS BILLED
Jan-25	2507	2642	135
Feb-25	2642	2782	140
Mar-25	2782	3011	229
Apr-25	3011	3384	373
May-25	3384	3466	82
Jun-25	3466	3686	220
Jul-25	3686	8701	5015



The meter reading has been also verified with meter photo available in FG billing data and found that the meter reading taken every month is OK and the question of suppressed meter reading is ruled-out. Hence, as submitted by OP, this is a case of malfunctioning of present meter (meter sl. no. TWB131079) which needs to be replaced with a new one. Accordingly, the bills raised with the said meter since Jul-2025 to till the date of meter replacement needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
2. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from Jul-2025 to till the date of meter replacement under CI-155 & 157 of OERC Regulation Code 2019.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

CO-OPTED MEMBER


MEMBER (Fin.)

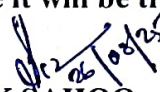
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PRESIDENT



Compliance report must be submitted to the Forum by the opposite party within seven months 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 Jashobanta Bag, At-Kudobhata, Po-Belpada, Dist-Bolangir-767026.
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 → 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."