



## **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/ 627<sup>5</sup>

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/442/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Goura Tandi, At-Kharkhara, Po-Sarmuhan, Via-Belpada, Dist-Bolangir	912313062273	7326820888																								
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 &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	12.08.2025																										
9	Date of Order	26.08.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil		Others																								

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Belpada



**Appeared:**

**For the Complainant**

–Sri Goura Tandi

**For the Respondent**

–Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/442/2025**

Sri Goura Tandi,  
At-Kharkhara, Po-Sarmuhan,  
Via-Belpada, Dist-Bolangir  
Con. No. 912313062273

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.26.08.2025)**

During Camp Court hearing at Belpada on 12<sup>th</sup> Aug. 2025, the consumer Sri Gour Tandi was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he was served with abnormal & erroneous bill after new meter installation i.e. from 31<sup>st</sup> May 2025. For that inflated bill, the arrear outstanding has been accumulated to ₹ 15,425.41p upto Jul.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

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 consumer represented that he was served with abnormal & inflated bill after installation of new meter i.e. after 31<sup>st</sup> May 2025. 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 11<sup>th</sup> Nov. 2020. The billing dispute raised by the complainant for the inflated and erroneous billing after replacement of new meter is a genuine dispute. The consumer was billed with defective meter and on average basis w.e.f from Jul-2024 to Apr-2025. The said defective meter has been replaced on 31<sup>st</sup> May 2025 with meter sl. no. TWST15114249. But during uploading of meter change data in FG software, the MF has been wrongly punched as “20” instead of “1”. Accordingly, all the bills raised with new meter has been calculated with MF-20 which needs to be revised.

CO-OPTED MEMBER

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 1 KW. The consumer has availed power supply since 11<sup>th</sup> Nov. 2020 and the total outstanding upto Jul.-2025 is ₹ 15,425.41p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has disputed about the billing after installation of new meter on 31<sup>st</sup> May 2025 and appealed before the Forum to revise the bill as per meter reading. During the course of hearing, the OP has admitted with the billing complaints and submitted that the defective meter has been replaced with a new meter on 31<sup>st</sup> May 2025 with meter sl. no. TWST15114249 but while uploading of meter change data in billing software, the meter multiplying factor (MF) has been wrongly punched as "20" in stead of "1" which needs bill revision.

The Forum analysed the documents submitted by both the parties and observed that the dispute has been started due to wrong punching meter MF in billing database. The defective meter has been replaced with a 1-ph smart meter on 31<sup>st</sup> May 2025 with meter sl. no. TWST15114249 with MF-1, but at the time of data uploading in billing database it is being wrongly punched as MF-20 for which the consumer is being billed with MF-20 instead of 1. This is a gross negligence on the part of licensee which should not be for which the consumer is being billed erroneously from the date of meter installation i.e. 31<sup>st</sup> May 2025. Hence, the Forum is of the opinion to revise the bill in obedience to OERC Dist. (Conditions of Supply) Code 2019.

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. The multiplying factor (MF) of the consumer must be rectified in the billing software as 1 in stead of 20.
2. The energy bill of the consumer (EC, MMFC & ED) must be revised from the date of meter installation i.e. 31<sup>st</sup> May 2025 to till the date of rectification considering MF as "1".

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.PADHIEE**  
CO-OPTED MEMBER

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Goura Tandi, At-Kharkhara, Po-Sarmuhan, Via-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."