

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/

782

Dated, the

30/10/2025

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/457/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Pramod Kumar Meher, For Sri Rama Krushna Meher, At/Po-Mahalai, Via-Jarasingha, Dist-Bolangir		911523050117	6371635440																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	19.08.2025																											
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)</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	23.09.2025	22.10.2025																									
9	Date of Order	30.10.2025																											
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
For the Respondent

–Sri Rama Krushna Meher & Sri Pramod Kumar Meher
–(1) Sri Narottam Maharana, S.D.O (Elect.), Tusura
(2) Sri Deepak Kumar Kar, Accountant (Auth. Rep.)

Complaint Case No. BGR/457/2025

Sri Pramod Kumar Meher,
For Sri Rama Krushna Meher,
At/Po-Mahalai, Via-Jarasingha,
Dist-Bolangir
Con. No. 911523050117

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.30.10.2025)

The consumer through his authorized representative has appealed before the Forum at Tusura Camp court on dated 11th Sep. 2025 which was registered as Case no. 457 of 2025. The complainant has disputed about the arrear outstanding and additional bill imposed in Jun-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 23rd Sep. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

PROCEEDING OF HEARING DATED: 23.09.2025

Appeared:

For the Complainant
For the Respondent

–Sri Rama Krushna Meher & Sri Pramod Kumar Meher
– Sri Narottam Maharana, S.D.O (Elect.), Tusura

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura section of Tusura Sub-division. The complainant represented that due to illegal additional bill of ₹ 63,011.51 raised in Jun-2025 served by the OP, the arrear outstanding has been accumulated which needs to be withdrawn and requested before the Forum for revision of bill.

SUBMISSION OF OPP. PARTY DURING HEARING

The OP appeared before the Forum with relevant records alongwith written version. 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 additional bill of ₹ 63,011.51p has been raised in Jun.-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill is due to provisional /

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average billing made from Aug-2021 to Jan.-2024. On 21st Feb. 2024, the defective meter has been replaced with a new meter having meter no. TWB306525. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 63,011.51p has been raised being based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted for a period of preceding two year.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

OBSERVATION OF THE FORUM

During the course of hearing and as per billing ledger submitted by the OP, the Forum found that there is a significant difference of consumption unit between pre Vs post meter installation period. In response to that, the complainant submitted that he has installed an air conditioner in the last year for which the consumption unit has been increased. The OP responded that the complainant should produce the original invoice of the AC so that the case will be reconsidered based on merit. For that, the complainant asked some more time to produce it before the OP with a copy to the Forum.

The Forum has recorded the statement of both the parties. The Forum has given an opportunity to the complainant to submit additional documents which must be submitted within fifteen days. Accordingly, the hearing date was adjourned to 22nd Oct. 2025. Accordingly, notice was served to both the parties to remain present on the said hearing date.

PROCEEDING OF HEARING DATED : 22.10.2025

Appeared:

For the Complainant – Sri Rama Krushna Meher & Sri Pramod Kumar Meher
For the Respondent – Sri Deepak Kumar Kar, Accountant (Auth. Rep.)

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant submitted that he is unable to trace the invoice of AC purchase and requested to consider his case and to direct the OP to withdraw the additional bill.

SUBMISSION OF OPP. PARTY DURING HEARING

The OP submitted that the statement of the complainant about purchase of air-conditioner in the last year is not genuine and requested before the Forum to reject the petitioner of the complainant and to pass order as deemed fit.

Hearing concluded.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Sep.-2025 is ₹ 64,632.22p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 63,011.51p has been added in the bill of Jun-2025 illegally which needs to be withdrawn.
2. The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Aug-2021 and continued with same status till Jan.-2024 billing. The OP has replaced the defective meter with a new meter on 21st

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Feb. 2024 with meter no. TWB306525 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute was raised for imposition of additional bill of ₹ 63,011.51 due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two years of meter defective, 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 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.

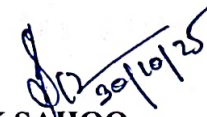
During the last hearing and as requested by the complainant, the Forum has given an opportunity to the consumer to submit the invoice in support of purchase of Air-Conditioner but after a lapse of one month he still failed to produce the required invoice copy for which the statement of the complainant is not maintainable.

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 additional bill of ₹ 63,011.51p raised by the opposite party in June-2025 bill 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 Pramod Kumar Meher, At/Po-Mahalai, Via-Jarasingha, Dist-Bolangir-767067.
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 → 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 Forumis."