



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 681

Dated, the 17/09/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

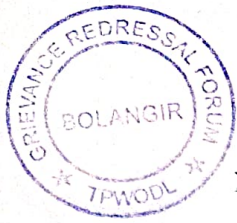
- **President**
- **Member (Finance)**
- **Co-Opted Member**

1	Case No.	Complaint Case No. BGR/470/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Bhuban Jain, At/Po-Belgaon, Dist-Bolangir		912422011445	8895551473																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	22.08.2025																											
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	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 Bhuban Jain

For the Respondent –Sri Rakesh Kumar Mishra, Jr. Accountant (Auth. Rep.)

Complaint Case No. BGR/470/2025

Sri Bhuban Jain,
At/Po-Belgaon,
Dist-Bolangir
Con. No. 912422011445

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.17.09.2025)

The consumer has appealed before the Forum for revision of bill. Accordingly, hearing date has been fixed on 11th 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 11th Sep. 2025, the consumer Shri Bhuban Jain was present & Shri Rakesh Kumar Mishra, Jr. Accountant, Saintala Sub-division, Authorised representative of SDO-Saintala was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bhuban Jain who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous bill of Nov-2024 raised with 3786 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 : 12.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belgaon section of Saintala Sub-division. The complainant represented that he has been served with erroneous bill of 3786 units in Nov-2024 which has not yet been revised. For that, the total outstanding has been accumulated to ₹ 22956.63p upto Aug.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

SUBMISSION OF OPPOSITE 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 since Jan.-2015. The billing dispute raised by the complainant about erroneous billing in Nov-2024 with 3786 units is a genuine dispute. Actual billing with meter reading was served to the consumer till Aug-2017 with CMR : 3736. From the subsequent month, provisional billing has started till Sep-2021 and thereafter no bill has been generated till Oct-2024. In the meantime, power supply to the consumer premises was under disconnection from Jan-2020 to Oct-2024. In Nov.-2024, power supply has been restored with the same meter having sl. no. 01912931 which was installed from the date of power supply and is continuing till date. In Nov.-2024, the CMR is 3786 but some technical glitch, the bill of Nov-2024 has been generated by considering IMR : 0 & CMR : 3786 for which 3786 units has been billed which requires bill revision. The written submission dated 10th Sep. 2025 & PVR dated 10th Sep. 2025 submitted by OP has been taken into record.

Based on 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 2 KW. The consumer has availed power supply since 04th Jan. 2015 and total outstanding upto Aug.-2025 is ₹ 22,965.63p. 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 in the month of Nov.-2024 with 3786 units which needs to be revised.

The OP submitted by OP with relevant record that, the consumer has been billed with 3786 units in the month of Nov.-2024. Prior to that, there is provisional billing from the month of Sep-2021 to Oct-2024 where power supply to the consumer was under disconnection from Jan-2020 to Oct-2024. In Nov.-2024, the CMR is 3876 and wrongly the billing has been done with IMR : 0 & CMR : 3786. As the same meter is continuing from the date of power supply to till date, bill to be revised as per actual meter reading to redress the consumer grievances.

2. The Forum has gone through the documents submitted by both parties and observed that there is billing error in the bill of Nov-2024. The consumer was billed with actual meter reading till Aug-2017 with CMR : 3736. Thereafter, provisional bill was served till Jan.-2020. From Feb.-2020, no bill has been charged as there was disconnection of power to the consumer premises till Oct-2024. In Nov.-2024, power supply has been restored and CMR of Nov.-2024 is 3786. But while preparing of bill, the software calculated the bill as IMR : 0 & CMR : 3786 for which the dispute has been started.

While analysing the case, it is found that power supply to the consumer has been disconnected in Jan.-2020 and continued with same status till Oct-2024. In this regard, CI-49 (i), (ii), (iii) of OERC Dist. (Conditions of Supply) Code 2019 is self-explanatory. The abstract is,

Termination of Agreement

49. (i) If power supply to any consumer remains disconnected for a period of two months or above for non-payment of charges or dues or non-compliance of any


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



direction issued under this Code, and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee/supplier with the consumer for power supply shall be deemed to have been terminated on expiry of the said period of two months, without notice provided initial period of agreement is over.

(ii) On termination of the agreement, the licensee/supplier shall be entitled to remove the service line and other installation for supply of power from the premises of the consumer.

(iii) After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as a fresh application for connection and would be entertained only after all outstanding dues have been cleared.

In this instant case, the OP has not exercised CI-49 of OERC Dist. Code. Also, power supply has also being restored with old meter where power supply remains disconnected for more than four years. Also, there is no record and reading is available about exact date of disconnection and reconnection and meter reading at the time of disconnection and reconnection which must be maintained by OP.

In view of above, the Forum is of the opinion to revise the bill as per actual meter reading for the power supply availing period.

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. MMFC and other statutory charges is to be levied to the consumer during the disconnection period i.e. from Jan-2020 to Oct-2024 as there was no power supply to the consumer premises.
2. The energy bill of Nov-2024 is to be revised as per actual meter reading by considering IMR: 3736 (Sep-2017) and CMR: 3786 (Nov.-2024). While calculating average consumption / month, the disconnection period i.e. Jan-2020 to Oct-2024 should not be taken into consideration.

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 Bhuban Jain, At/Po-Belgaon, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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."