



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/ 690

Dated, the 23/09/2025

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/472/2025																											
2	Complainant/s	Name & Address Sri Sankha Padhan, For Late Hemanta Padhan, At/Po-Udar, Via-Jarasingha, Dist-Bolangir		Consumer No 911524080876	Contact No. 8018334705																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.09.2025																											
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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6. Others																													
8	Date(s) of Hearing	03.09.2025																											
9	Date of Order	23.09.2025																											
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: Camp Court at Jarasingha

Appeared:

For the Complainant -Sri Sankha Padhan
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/472/2025

Sri Sankha Padhan,
For Late Hemanta Padhan,
At/Po-Udar, Via-Jarasingha,
Dist-Bolangir
Con. No. 911524080876

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.23.09.2025)

During Camp Court hearing at Jarasingha on 03rd Sep. 2025, the representative of the consumer Shri Sankar Padhan was present & Shri Narottam Maharana, SDO-Tusura Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sankar Padhan who is LT-Dom. consumer availing a CD of 1 KW. He has disputed the erroneous and inflated bill raised during Jan-Feb/2015 to Sep-2020 and average bill from Aug-2021 to Jan-2025. He has submitted 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 : 03.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura section of Tusura Sub-division.. The consumer represented that he has been served with erroneous and inflated bill from Jan-Feb/2015 to Sep-2020 and average bill from Aug-2021 to Jan-2025. For that, the arrear has been accumulated to ₹ 2,56,052.36p till Aug.-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 documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Dec-2001. The billing dispute raised by the complainant for the erroneous & inflated billing done from Jan-Feb/2015 to Sep-2020 has been done as per actual meter reading. Though the consumption is a little bit higher

CO-OPTED MEMBER

MEMBER (Fn.)
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PRESIDENT

but all the bills have been raised on actual meter reading. Also, from the subsequent month, the consumer has no dispute about the meter reading where the same meter was there. Hence, the dispute of meter accuracy as raised by the consumer has no base. Secondly, due to meter defective, the consumer was billed with "AVERAGE" billing from Aug-2021 to Jan-2025. A new meter with sl. no. TWB351162 has been installed on 24th Feb. 2025 and is still functioning.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The case is perused with all available documents in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 25th Dec. 2001 and the arrear outstanding upto Aug-2025 is ₹ 2,56,052.36p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous and inflated billing has been done from Jan-Feb/2015 to Sep-2020 which needs to be revised. The OP submitted with written version and billing abstract though the consumption in the above-stated billing period is little bit higher but all the bills have been raised with actual meter reading. The same meter was in working condition till Jul-2021 but the consumer has no dispute about the meter reading from Sep-2020 to Jul-2021.

Secondly, the said meter sl. no. 382439 was gone defective during Aug-2021 and continued till Jan-2025. A new meter has been installed on 24th Feb. 2025 with meter sl. no. TWB351162, thereafter actual billing is going on.

The Forum has gone through the available documents submitted by both the parties. The Forum analysed the consumption units pertaining to the period Jan-Feb/2015 to Sep-2020 and found that all bills have been raised on actual meter reading basis. The dispute of the complainant about meter accuracy has no base as in the subsequent months i.e. after Sep-2020, the same meter was there and the complainant has no dispute about the monthly consumption units. Hence, the dispute raised by the complainant about meter accuracy is not justified.

2. The complainant also disputed that due to meter defective, average billing has been done from Aug-2021 to Jan-2025 which needs bill revision. The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW147932 on 30th Dec. 2019, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019 restricted to preceding two year. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years 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. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Based on the consumer complaint for revision of bill for the average billing period, it is observed that the present average consumption i.e. after installation of new meter is more than the previous average billing period. If bill revision will be initiated, additional bill will be added with the arrear outstanding and the consumer will not get any financial benefit from the bill revision. Rather, the complainant will be deprived from the bill revision and the purpose of the complainant will not be fulfilled.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 2,56,052.36p upto Aug.-2025.

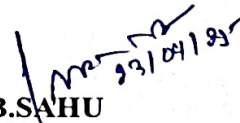
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The dispute raised by the complainant about the erroneous billing for the period Jan-Feb/2015 to Sep-2020 has no base. Also, the bill revision against the average billing period has not been considered as there is no financial benefit to the consumer. Hence, the complaint of the complainant is hereby rejected and the complainant is directed to clear the arrear outstanding. The Forum advised the OP to allow suitable installment on the arrear outstanding 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 Sankha Padhan, At/Po-Udar, 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 Forums."