



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/ 698⁵

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/506/2025																										
2	Complainant/s	Name & Address Sri Bikash Sahu, For Sri Saroj Kumar Sahu, At/Po-Silati, Via-Binka, Dist-Sonepur	Consumer No 915303071662	Contact No. 8456019403																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	19.09.2025																										
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) 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	19.09.2025																										
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 Binka

Appeared:

For the Complainant -Sri Bikash Sahu
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/506/2025

Sri Bikash Sahu,
For Sri Saroj Kumar Sahu,
At/Po-Silati, Via-Binka,
Dist-Sonepur
Con. No. 915303071662

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.23.09.2025)

During Camp Court hearing at Binka Sub-division office on 19th Sep. 2025, the representative of the consumer Shri Bikash Sahu was present & Shri Uday Sankar Patjoshi, SDO-Binka Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bikash Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous billing done from Sep-Oct/2018 to Sep-2024. Also, he has disputed about an additional bill of ₹ 9,095.79p raised in Sep-2024. 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 : 19.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Binka section of Binka Sub-division. The complainant represented that he has been served with erroneous bills from Sep-Oct/2018 to Sep-2024. Also, the OP has raised some additional bill of ₹ 9,095.79p in Sep-2024 wrongly. For that disputed bills, the total outstanding has been accumulated to ₹ 28,298.45p upto 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 record. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul-2018. The billing dispute raised by the complainant for the erroneous billing from Sep-Oct/2018 to Sep-2024 is a genuine dispute. As per billing data, the consumer was billed with "AVERAGE" status from Sep-Oct/2018

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MEMBER (Fin.)
Page 2 of 4

PRESIDENT

to Sep-2024 with meter defective status. At the time of meter replacement i.e. 27th Oct. 2024, it is found that the meter is in working condition and the CMR on that date is "6". During the above-stated average billing period, the meter was running but due to erroneous meter status punched by the concerned meter reader, the consumer was billed on average basis. The reason of such low consumption is that the consumer was not staying there for which there is absolutely very low consumption. Hence, the consumption of that entire average billing period needs to be revised as per actual meter reading.

Regarding dispute of additional bill as represented by the complainant, the additional bill has been raised considering the meter as defective and subsequent average billing from Sep-Oct/2018 to Sep-2024. But as per field findings, the meter was in OK condition at the time of meter replacement. Hence, it is not genuine to raise additional bill and needs to be withdrawn.

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 1 KW. The consumer has availed power supply since 17th Jul. 2018 and total outstanding upto Aug-2025 is ₹ 28,298.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing with meter defective status has been done from Sep-Oct/2018 to Sep-2024 which needs to be revised as per actual meter reading. The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in Sep-Oct/2018 billing, the consumer was billed with average basis instead of meter reading basis. The matter has been detected at the time of meter replacement i.e. 27th Oct. 2024 and found that the meter reading on that date is "6". Regarding such low consumption, the OP certified that as the consumer is not availing power supply, there is such low consumption in that period.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than five years where the meter is in running with OK status in the field for which the consumer has raised dispute. Due to negligence on the part of OP, average billing has been done which could have been avoided for which it is advised to the OP to be taken care in future.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 14,388.52p is to be withdrawn from the arrear outstanding.

2. Regarding imposition of additional bill of ₹ 9,095.79p raised in Sep-2024, the OP is of the view that as per meter was in OK condition at the time of meter replacement and CMR is also available, the upward assessment done in Sep-2024 for the meter defective period has no base and needs to be withdrawn.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 28,298.45p upto Aug-2025.



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MEMBER (Fin.)

PRESIDENT

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 OP has agreed with the billing dispute for the average billing period and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 14,388.52p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
2. The additional bill raised in Sep-2024 with ₹ 9,095.75p is to be withdrawn as the meter was in working condition during upward assessment period.


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 Bikash Sahu, At/Po-Silati, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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 Forum."