



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/ 701⁵

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/511/2025																											
2	Complainant/s	Name & Address Sri Sushanta Banchhor, For Smt. Duhita Banchhor, At-Chaulia, Po-Belpada, Via-Bangomunda, Dist-Bolangir		Consumer No 912212041262	Contact No. 9937776562																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	22.09.2025																											
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)</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	22.09.2025																											
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 Dabri

Appeared:

For the Complainant -Sri Sushanta Banchhor
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/511/2025

Sri Sushanta Banchhor,
For Smt. Duhita Banchhor,
At-Chaulia, Po-Belpada,
Via-Bangomunda, Dist-Bolangir
Con. No. 912212041262

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.23.09.2025)

During Camp Court hearing at Dabri Grid S/s on 22nd Sep. 2025, the representative of the consumer Shri Sushanta Banchhor was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sushanta Banchhor who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the imposition of additional bill of ₹ 13,387.79p in May-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 22.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The complainant represented that an additional bill of ₹ 13,387.79p has been debited in the bill of May-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jun-2018. The billing dispute raised by the complainant for the additional bill of ₹ 13,387.79p has been raised in May-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019. The reason of additional bill due to provisional / average billing made from Feb-2023 to Aug-2023 and average billing for the month of Feb.-2024 & Mar.-2024. In between that, power supply to the consumer was under disconnection from Sep-2023 to Jan.-2024. On 23rd Apr. 2024, the defective meter has been replaced with a new meter having meter no. TWB660287. After meter replacement, the monthly bills have been generated on actual basis. The additional bill raised in May-2025 considering for

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

the defective period Feb-2023 to Mar-2024 without considering power supply disconnection period i.e. from Sep-2023 to Jan.-2024 which needs to be considered.

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 20th Jun. 2018 and total outstanding upto Aug.-2025 is ₹ 7,612.681p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 13,387.79p has been added in the bill of May-2025 which needs to be withdrawn. The OP submitted with relevant record that, the consumer was billed with provisional billing from Feb.-2023 to Aug.-2023 and average billing for the month of Feb. & Mar.-2024. In between that power supply was under disconnection from Sep-2023 to Jan-2024. The additional bill has been raised without considering power supply disconnection period which needs to be considered.

The Forum has gone through the documents submitted by both the parties. It is observed that provisional billing was done from Feb-2023 to Aug-2023 as there was no display in the meter, thereafter power supply remains disconnected from Sep-2023 to Jan.-2024. Power supply has been restored in Feb-2024 with the same defective meter and continues with average billing till Mar-2024. The OP has replaced the defective meter with a new meter on 23rd Apr. 2024 with meter no. TWB660287 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 13,387.79p for the entire period Feb.-2023 to Mar.-2024. Initially, the OP has raised an additional bill of ₹ 13,387.79p for the entire period Feb.-2023 to Mar.-2024 and debited on 27th May 2025 but subsequently on 30th Aug. 2025, the upward assessment has been reassessed with an amount of ₹ 7,657.96p considering the power supply disconnection period i.e. Sep.-2023 to Jan-2024 and credited ₹ 5,729.83p in the bill. The OP has assessed properly the meter defective period in line with CI-155 of OERC Dist. (Conditions of Supply) Code 2019 and there is no error found.

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 OP has properly re-assessed the upward assessment amount on 30th Aug. 2025 and found no error, hence rejected. The consumer is liable to pay the same without any further dispute.

Case is disposed off accordingly.

K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Sushanta Banchhor, At-Chaulia, Po-Belpada, Via-Bangomunda, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."