



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/ 702⁵¹

Dated, the 22/09/2025

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/512/2025																																		
2	Complainant/s	Name & Address Smt. Astami Bag, For Late Hirde Bag, At-Barla, Po-Ghunesh, Via-Harishankar Road, Dist-Bolangir	Consumer No 912212130405	Contact No. 9827659849																																
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" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 5%;"> </td> <td style="width: 40%;">2. Billing Disputes</td> <td style="width: 5%;">√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td> </td> <td>4. Contract Demand / Connected Load</td> <td> </td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td> </td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td> </td> </tr> <tr> <td>7. Interruptions</td> <td> </td> <td>8. Metering</td> <td> </td> </tr> <tr> <td>9. New Connection</td> <td> </td> <td>10. Quality of Supply & GSOP</td> <td> </td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td> </td> <td>12. Shifting of Service Connection & equipments</td> <td> </td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td> </td> <td>14. Voltage Fluctuations</td> <td> </td> </tr> <tr> <td colspan="4">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	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u> </u> 3. OERC Conduct of Business) Regulations,2004; Clause <u> </u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u> </u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u> </u> 6. Others <u> </u>																																		
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																																		

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Place of Hearing: Camp Court at Dabri

Appeared:

For the Complainant -Smt. Astami Bag
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/512/2025

Smt. Astami Bag,
For Late Hirde Bag,
At-Barla, Po-Ghunesh,
Via-Harishankar Road, Dist-Bolangir
Con. No. 912212130405

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 Astami Bag was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Astami Bag who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bill raised from Jun-2013 to Apr-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 : 22.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Jun-2013 to Apr-2024 due to meter defective. For that, the total outstanding has been accumulated to ₹ 50,352.74p 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-Dom. consumer availing power supply since Jan.-2013. The billing dispute raised by the complainant for the average billing from Jun-2013 to Apr-2024 was due to meter defective for that period. A new meter with sl. no. TWB330238 has been installed on 17th Jun. 2024, thereafter actual billing has been done, As the above-stated period bill has not yet revised, it needs bill revision as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019.

CO-OPTED MEMBER

MEMBER (Fn.)

PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills 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 01st Jan. 2013 and total outstanding upto Aug.-2025 is ₹ 50,352.74p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, due to meter defective, he has been served with average bills from Jun-2013 to Apr-2024 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB330238 on 17th Jun. 2024, 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.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than ten 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.

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 ₹ 5,676.50p is to be withdrawn from the arrear outstanding.

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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 5,676.50p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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. Smt. Astami Bag, C/o-Late Hirde Bag, At-Barla, Po-Ghunesh, Via-Harishankar Road, Dist-Bolangir-767038.
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."