



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/

765 (5)

Dated, the

22/10/2025

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/517/2025																										
2	Complainant/s	Name & Address Sri Devendra Kumar Biswal, At/Po-Burda, Via-Loisingha, Dist-Bolangir	Consumer No 911311041373	Contact No. 9438056427 8144103653																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.10.2025																										
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	22.10.2025																										
9	Date of Order	23.10.2025																										
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 Devendra Kumar Biswal

For the Respondent –Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/517/2025

Sri Devendra Kumar Biswal,
At/Po-Burda, Via-Loisingha,
Dist-Bolangir
Con. No. 911311041373

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.23.10.2025)

The consumer has appealed before the Forum for revision of bill. Accordingly, hearing date has been fixed on 22nd Oct. 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 22nd Oct. 2025, the consumer Shri Devendra Kumar Biswal was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

HISTORY OF THE CASE

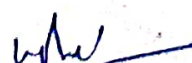
The Complaint petition filed by the consumer Shri Devendra Kumar Biswal who is a LT-Dom. consumer availing a CD of 3 KW. He has disputed about the additional bill of ₹ 5,389.46p raised in the bill of May-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

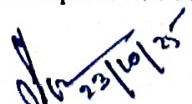
The case was heard in detail.

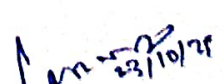
PROCEEDING OF HEARING DATED : 22.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The complainant represented that an additional bill of ₹ 5,389.46p has been debited in the bill of May-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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 Jul.-2019. The billing dispute raised by the complainant for the additional bill of ₹ 5,389.46p has been raised in May-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to be paid by the consumer. The reason of additional bill is due to meter defective & average billing made from Mar-2024 to Jul-2024. On 03rd Aug. 2024, the defective meter has been replaced with a new meter having meter no. TWST1784657. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 5,389.46p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period i.e. from Mar.-2024 to Jul-2024.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3 KW. The consumer has availed power supply since 08th Jul. 2019 and total outstanding upto Sep.-2025 is ₹ 9,601.90p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 5,389.46p has been added in the bill of May-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the energy meter installed in the premises has gone defective w.e.f. Mar.-2024 and continued with same status till Jul.-2024 billing. The OP has replaced the defective meter with a new meter on 03rd Aug. 2024 with meter no. TWST1784657 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute was raised for imposition of additional bill of ₹ 5,389.46p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after four months of meter defective, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

2. During the course of hearing, the OP submitted before the Forum that there is some non-linear billing done for the period Jul-2019 to Aug-2023 which is to be re-casted as per actual meter reading. The OP initiated bill revision and the monthly bill has been recalculated with the meter reading and an amount of ₹ 2,501.82p is to be withdrawn from the arrear outstanding.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 9,601.90p upto Sep.-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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



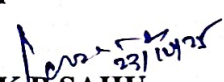
1. The additional bill of ₹ 5,389.46p debited in the month of May-2025 has been raised by the opposite party in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected.
2. The OP is directed to carry-out the revision proposal with the proposed withdrawal amount of ₹ 2,501.82p 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. Sri Devendra Kumar Biswal, At/Po-Burda, Via-Loisingha, Dist-Bolangir-767020.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."