



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/ 740

Dated, the 16/10/2025

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/529/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Jayanta Meher, For Sri Bhagaban Meher, At-Sagarpali, Po-Mallikmunda, Dist-Sonepur		915102020022	7682916118																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																																									
4	Date of Application	09.10.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></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><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td>15. Others (Specify) –</td><td colspan="4"></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	09.10.2025																																											
9	Date of Order	16.10.2025																																											
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: Camp Court at Khari

Appeared:

For the Complainant - Sri Jayanta Meher
For the Respondent - Sri Manas Ku. Mahapatra, I/c S.D.O (El.), Sonapur

Complaint Case No. BGR/529/2025

Sri Jayanta Meher,
For Sri Bhagaban Meher,
At-Sagarpali, Po-Mallikmunda,
Dist-Bolangir
Con. No. 915102020022

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.16.10.2025)

During Camp Court hearing at Khari Section office on 09th Oct. 2025, the representative of the consumer Shri Jayanta Meher was present & Shri Manas Kumar Mahapatra, I/c SDO-Sonapur Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition has filed by the representative of the consumer Shri Jayanta Meher who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the average bill raised from Jul-Aug/2004 to Jul-2010 & additional bill of ₹ 29,165.10p raised in the bill of Jun-2025 and requested for bill revision. 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 : 09.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari section of Sonapur Sub-division. The consumer represented that he was served with average bills from Jul-Aug/2004 to Jul-2010 due to meter defective. Also, an additional bill of ₹ 29,165.10p has been debited in the bill of Jun-2025 illegally which needs to be withdrawn For that, the total outstanding has been accumulated to ₹ 60,621.67p upto Sep.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

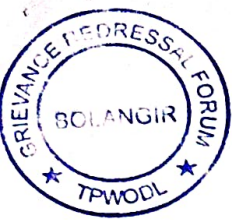
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Jul-Aug/2004 to Jul-2010 was due to meter

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PRESIDENT



defective for that period. A new meter with sl. no. 343901 has been installed during Aug-2010, 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.

Secondly, the billing dispute raised by the complainant for the additional bill of ₹ 29,165.10p has been raised in Jun-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill due to average billing made from Sep-2021 to Jan-2024. On 02nd Feb. 2024, the defective meter has been replaced with a new meter having meter no. TWB127470. After meter replacement, the monthly bills have generated on actual basis. The additional bill of ₹ 29,165.10p has been raised based on the consumption pattern of succeeding six months and restricted to a period of preceding two year.

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 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Sep.-2025 is ₹ 60,621.67p. 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 was served with average bills from Jul-Aug/2004 to Jul-2010 which needs bill revision. The OP admitted the complaint and submitted that a new meter has been installed with meter no. 343901 during Aug-2010, 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 six 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.

Secondly, as represented by the consumer, an additional bill of ₹ 29,165.10p has been added in the bill of Jun-2025 which needs to be withdrawn. The OP submitted by OP with relevant record that, the energy meter installed in the premises had gone defective w.e.f. Sep-2021 and continued with same status till Jan.-2024 billing. The OP has replaced the defective meter with a new meter on 02nd Feb. 2024 with meter no. TWB127470 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 ₹ 29165.10p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two years 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.

The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 60,621.67p 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.

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MEMBER (Fin.)

PRESIDENT

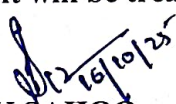


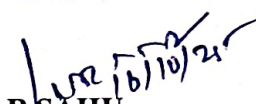
1. The energy bills to the consumer raised from Aug-2008 to Jul-2010 (restricted to two year) is to be revised as per average consumption of new meter considering IMR : 0 (Aug-2010) & FMR : 411 (Jan.-2011) under CI-155 & 157 of OERC Regulation Code 2019. All sundries and adjustments are to be considered during the above revision period & DPS is to be revised accordingly.
2. The additional bill of ₹ 29,165.10p as has been raised by the opposite party in the bill of Jun-2025 is 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.

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 Jayanta Meher, At-Sagarpali, Po-Mallikmunda, Dist-Sonepur-767017.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."