



## 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/ 760<sup>(5)</sup>

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/539/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                   |                    |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 2                                                                                   | Complainant/s                                        | Name & Address<br>Sri Kishor Kumar Sahu,<br>For Sri Nilanchala Sahu,<br>At/Po-Kundabhata,<br>Via-Bangomunda, Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Consumer No<br>912124071127                                       | Contact No.<br>- - |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 3                                                                                   | Respondent/s                                         | Name<br>S.D.O (Elect.), TPWODL, Titilagarh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Division<br>Titilagarh Electrical Division,<br>TPWODL, Titilagarh |                    |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 4                                                                                   | Date of Application                                  | 15.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                   |                    |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) - |  |  |
| 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) -                                                              |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                   |                    |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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                                                                           |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                   |                    |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 8                                                                                   | Date(s) of Hearing                                   | 15.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                   |                    |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 9                                                                                   | Date of Order                                        | 22.10.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                   |                    |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 Sindhekela



**Appeared:**

For the Complainant - Sri Kishor Kumar Sahu  
For the Respondent - Sri Binay Ku. Panigrahi, S.D.O (El.), Titilagarh

**Complaint Case No. BGR/539/2025**

Sri Kishor Kumar Sahu,  
For Sri Nilanchala Sahu,  
At/Po-Kundabhata, Via-Bangomunda,  
Dist-Bolangir  
Con. No. 912124071124

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.22.10.2025)**

During Camp Court hearing at Sindhekela Section office on 15<sup>th</sup> Oct. 2025, the representative of the consumer Shri Kishor Kumar Sahu was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Kishor Kumar Sahu who is a LT-GPS. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 49,551.57p raised in the bill of Jul.-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 : 15.10.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 49,551.57p has been debited in the bill of Jul.-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-GPS consumer availing power supply since Jun-2018. The billing dispute raised by the complainant for the additional bill of ₹ 49,551.57p has been raised in Jul-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 raised due to average billing made from Mar-2020 to Jan-2024 due to meter defective. On 06<sup>th</sup> Feb. 2024, the defective meter has been replaced with a new meter having meter no. TWB305052. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 49,551.57p has been raised based on the

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

consumption pattern of succeeding six months and assessed for the meter defective period restricted for a period of two year.

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-GPS. consumer with a CD of 1 KW. The consumer has availed power supply since 20<sup>th</sup> Jun. 2018 and total outstanding upto Sep.-2025 is ₹ 61,965.95p. 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 ₹ 49,551.57p has been added in the bill of Jul-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. 29<sup>th</sup> Feb. 2020. The OP has replaced the defective meter with a new meter on 06<sup>th</sup> Feb. 2024 with meter no. TWB305052 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 ₹ 49,551.57p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after three years of meter defective 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. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 38,686.42p is to be debited and ₹ 49,551.57p which was debited in the bill of Jul.-2025 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 initiated the re-assessment of upward assessed amount and the petitioner was convinced with the proposal. Accordingly, the re-assessed amount of ₹ 38,686.42p is to be debited and the upward assessment of ₹ 49,551.57p which was debited in the bill of Jul.-2025 is to be withdrawn. 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.PADLEE

CO-OPTED MEMBER

P.K.SAHOO

MEMBER (Fin.)

K.B.SAHU

PRESIDENT

Copy to: -

1. Sri Kishor Kumar Sahu, At/Po-Kundabhata, Via-Bangomunda, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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](http://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."**