

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/

762

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/544/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nrupa Naik, At-Chimnibhatipada, Po/Dist-Bolangir		911124150124	6371540690																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	16.10.2025																											
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 & 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><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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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 Nrupa Naik

For the Respondent -Ku. Reenarani Sahoo, OAG-II (Auth. Representative)

Complaint Case No. BGR/544/2025

Sri Nrupa Naik,
At-Chimnibhatipada,
Po/Dist-Bolangir
Con. No. 911124150124

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER
(Dt.23.10.2025)

The complainant has appealed before the Forum on 16th Oct. 2025 which has been registered as Case no. 544/2025. The complainant has raised grievances about the additional bill of ₹ 14,963.80p raised in the bill of Feb-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date has been fixed on 22nd Oct. 2025 and notice has served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Nrupa Naik who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the additional bill of ₹ 14,963.80p raised in the bill of Feb-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 ESO-IV section of Bolangir-I Sub-division. The complainant represented that an additional bill of ₹ 14,963.80p has been debited in the bill of Feb-2025 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 02nd Jul. 2025 of the consumer addressed to OP.

CO-OPTED MEMBER

MEMBER (Fin.)
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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 Jun-2008. The billing dispute raised by the complainant for the additional bill of ₹ 14,963.80p has been raised in Feb-2025 bill (for the period Jun-2021 to May-2023) in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019. The reason of additional bill due to average billing made from Aug-2008 to May-2023. On 05th Jul. 2023, the defective meter has been replaced with a new meter having meter no. 300092105. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 14,963.80p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted for a period of preceding two year.

The additional bill of upward assessment has been reassessed and the reassessed amount is ₹ 13,516.12p considering succeeding twelve months average consumption and withdrawn ₹ 1,447.68p and reflected in the bill of May-2025.

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

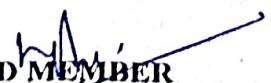
FINDINGS AND ANALYSIS OF THE FORUM

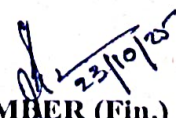
The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 30th Jun. 2008 and total outstanding upto Sep.-2025 is ₹ 13,998.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

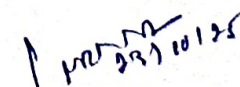
As represented by the consumer, an additional bill of ₹ 14,963.80p has been added in the bill of Feb-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Aug-2008 and continued with same status till May-2023. The OP has replaced the defective meter with a new meter on 05th Jul. 2023 with meter no. 300092105 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 ₹ 14,963.80p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after four 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.

However, the OP has re-assessed the additional bill with succeeding one year average consumption and the reassessed amount is ₹ 13,516.12p. Accordingly, an amount of ₹ 1,447.68p has been withdrawn in the bill of May-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

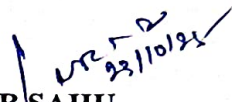


The OP has exercised re-assessment of upward assessed amount and withdrawn ₹ 1,447.68p and reflected in the bill of May-2025. As the grievances of the complainant has been resolved by OP, the present case is hereby dropped.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Nrupa Naik, At-Chimnibhatipada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
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."