



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/ 789

Dated, the 10/11/2025

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/557/2025																										
2	Complainant/s	Name & Address Sri Ganapati Bag, For Smt. Urmila Bag, At-Bhoipali, Po-Agalpur, Dist-Bolangir	Consumer No 911312130531	Contact No. 6371671463																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.11.2025																										
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) 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	03.11.2025																										
9	Date of Order	10.11.2025																										
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 Agalpur

Appeared:

For the Complainant -Sri Ganapati Bag
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/557/2025

Sri Ganapati Bag,
For Smt. Urmila Bag,
At-Bhoipali, Po-Agalpur,
Dist-Bolangir
Con. No. 911312130531

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.10.11.2025)

During Camp Court hearing at Agalpur Section office on 03rd Nov. 2025, the representative of the consumer Sri Ganapati Bag was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Ganapati Bag who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bill raised from the date of power supply to Apr-2021. 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 : 03.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The consumer represented that he has been served with average bills due to no meter in his premises from the date of power supply to Apr-2021. For that average bill, the arrear outstanding has been accumulated to ₹ 30,996.57p upto Sep-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-Domestic consumer availing power supply since Oct-2018. The billing dispute raised by the complainant for the average billing from the date of power supply to Apr-2021 was due to no meter in his premises. A new meter with sl. no. LW523786 has been installed on 15th May 2021, thereafter actual billing has been done. As the above-stated average billing period bill has not been revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

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 12th Oct. 2018, and total outstanding upto Sep.-2025 is ₹ 30,996.57p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from the date of power supply to Apr-2021 which violates Cl-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.

In the instant case, it is surprised that the OP has allowed the consumer to continue without meter for more than two years which violates Cl-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.

The OP admitted the complaint and submitted that a new meter with sl. no. LW523786 has been installed on 15th May 2021, thereafter actual billing has been done. Due to billing with unmetered status, the consumer was served with average bills from 12th Oct. 2018 to May-2021 resulting accumulation of arrear outstanding. The defective billing period needs bill revision as per consumption of new meter in obedience to OERC Regulation restricted to preceding two year.

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 ₹ 7,383.74p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 30,996.57p 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.

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 ₹ 7,383.74p. 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.

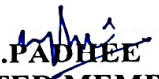
CO-OPTED MEMBER

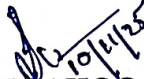
MEMBER (Fin.)

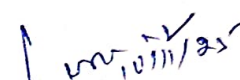
PRESIDENT

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 Ganapati Bag, At-Bhoipali, Po-Agalpur, Dist-Bolangir-767022.
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."