



## 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/ 82<sup>CS</sup>

Dated, the 05/02/2025

**Corum:**

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

|                                                                                     |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |                                                 |  |                                     |  |  |                                           |  |                                                      |  |  |                  |  |             |  |  |                   |  |                              |  |  |                                 |  |                                                 |  |  |                                    |  |                          |  |  |                        |  |  |  |  |
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| 1                                                                                   | Case No.                                     | Complaint Case No. BGR/61/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |                                                 |  |                                     |  |  |                                           |  |                                                      |  |  |                  |  |             |  |  |                   |  |                              |  |  |                                 |  |                                                 |  |  |                                    |  |                          |  |  |                        |  |  |  |  |
| 2                                                                                   | Complainant/s                                | Name & Address<br>Sri Satya Banka,<br>For Sri Dibakar Banka,<br>At-Chandarpur, Po-Malamunda,<br>Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   | Consumer No<br>911225280319                                   | Contact No.<br>7856919545 |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |                                                 |  |                                     |  |  |                                           |  |                                                      |  |  |                  |  |             |  |  |                   |  |                              |  |  |                                 |  |                                                 |  |  |                                    |  |                          |  |  |                        |  |  |  |  |
| 3                                                                                   | Respondent/s                                 | Name<br>S.D.O (Elect.), No. II, TPWODL, Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |                                                 |  |                                     |  |  |                                           |  |                                                      |  |  |                  |  |             |  |  |                   |  |                              |  |  |                                 |  |                                                 |  |  |                                    |  |                          |  |  |                        |  |  |  |  |
| 4                                                                                   | Date of Application                          | 04.02.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |                                                 |  |                                     |  |  |                                           |  |                                                      |  |  |                  |  |             |  |  |                   |  |                              |  |  |                                 |  |                                                 |  |  |                                    |  |                          |  |  |                        |  |  |  |  |
| 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 &amp; 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 &amp; GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; 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 colspan="5">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                           | 04.02.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |                                                 |  |                                     |  |  |                                           |  |                                                      |  |  |                  |  |             |  |  |                   |  |                              |  |  |                                 |  |                                                 |  |  |                                    |  |                          |  |  |                        |  |  |  |  |
| 9                                                                                   | Date of Order                                | 05.02.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |   |                                                               |                           |                                                                           |                                                                                    |                                                       |                                                   |                                                                                     |                                                 |  |                                     |  |  |                                           |  |                                                      |  |  |                  |  |             |  |  |                   |  |                              |  |  |                                 |  |                                                 |  |  |                                    |  |                          |  |  |                        |  |  |  |  |
| 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 Malamunda



**Appeared:**

For the Complainant - Sri Satya Banka  
For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/61/2025**

Sri Satya Banka,  
For Sri Dibakar Banka,  
At-Chandarpur, Po-Malamunda,  
Dist-Bolangir  
Con. No. 911225280319

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.05.02.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Satyaban Banka who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the average bill raised from Jan.-2015 to May-2020. 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 : 04.02.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under REC section of Balangir-II Sub-division. The complainant represented that he was served with average bills from Jan.-2015 to May-2020. For that disputed bill, the total outstanding has been accumulated to ₹ 28,926.90p upto Dec.-2024. 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-Dom. consumer availing power supply since Dec.-2008. The billing dispute raised by the complainant for the average billing from Jan-2015 to May-2020 was due to meter defective for that period. A new meter with sl. no. LW083158 has been installed on 25<sup>th</sup> May 2018 which has been reflected in Jun-2020 bill. For such delay meter updation, bill revision has been done in Jan-2023 with a withdrawal amount of ₹ 17,059.32p. Hence, bill revision for the period Jan-2015 to May-2018 is required for bill revision to resolve the consumer grievances.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

## **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 since 16<sup>th</sup> Dec. 2008 and total outstanding upto Dec.-2024 is ₹ 28,926.90p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Jan-2015 to May-2020 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW083158 on 25<sup>th</sup> May 2018 but due to delay in meter updation data, the same has been reflected in Jun-2020 bill. Accordingly, delay meter updation revision has been done in Jan.-2023 with withdrawal amount of ₹ 17,059.32p. Hence, defective billing period from Jan.-2015 to May-2018 needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years. 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.

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 ₹ 18,150.00p is to be withdrawn from the arrear outstanding.

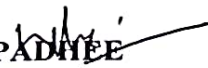
2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 28,926.90p upto Dec.-2024.

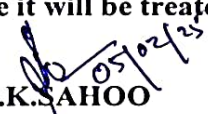
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

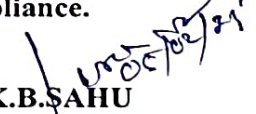
The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 18,150.00p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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. PADHEE**  
CO-OPTED MEMBER

  
**P.K. SAHOO**  
MEMBER (Fin.)

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Satya Banka, At-Chandarpur, Po-Malamunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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](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."**