

## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 657<sup>(5)</sup>

Dated, the 06/09/2025

**Corum:**

Er. Kumuda Bandhu Sahu

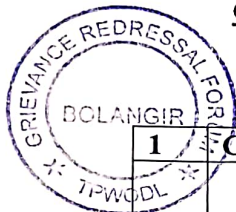
Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President

- Member (Finance)

- Co-Opted Member



<b>1</b>	<b>Case No.</b>	<b>Complaint Case No. BGR/473/2025</b>																										
		<b>Name &amp; Address</b>	<b>Consumer No</b>	<b>Contact No.</b>																								
<b>2</b>	<b>Complainant/s</b>	Sri Paramananda Seth, For Sri Sumanta Seth, At/Po-Jarasingha, Dist-Bolangir	911524030516	9938198599																								
<b>3</b>	<b>Respondent/s</b>	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																									
<b>4</b>	<b>Date of Application</b>	03.09.2025																										
<b>5</b>	<b>In the matter of-</b>	<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 50%;">1. Agreement/Termination</td><td style="width: 50%;">2. Billing Disputes</td><td style="width: 5%; text-align: center;">√</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) –		
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<b>6</b>	<b>Section(s) of Electricity Act, 2003 involved</b>																											
<b>7</b>	<b>OERC Regulation(s) with Clauses</b>	<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></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) <u>155, 157</u>	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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<b>8</b>	<b>Date(s) of Hearing</b>	03.09.2025																										
<b>9</b>	<b>Date of Order</b>	06.09.2025																										
<b>10</b>	<b>Order in favour of</b>	Complainant	√	Respondent																								
<b>11</b>	<b>Details of Compensation awarded, if any.</b>	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** Camp Court at Jarasingha

**Appeared:**

**For the Complainant** –Sri Paramananda Seth  
**For the Respondent** –Sri Narottam Maharana, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/473/2025**

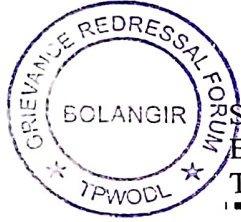
Sri Paramananda Seth,  
For Sri Sumanta Seth,  
At/Po-Jarasingha, Dist-Bolangir  
Con. No. 911524030516

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**

**(Dt.06.09.2025)**

During Camp Court hearing at Jarasingha on 03<sup>rd</sup> Sep. 2025, the representative of the consumer Shri Paramananda Seth was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Paramananda Seth who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the erroneous, abnormal and inflated billing done from Dec-2019 to Jul-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 : 03.09.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon section of Tusura Sub-division. The complainant represented that he has been served with erroneous bills from Dec-2019 to Jul-2020 with average status. For that disputed bill, the total outstanding has been accumulated to ₹ 1,807.75p upto Jul.-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 Jun.-2014. Regarding billing dispute as raised by the complainant, the consumer was billed with "AVERAGE" billing from Dec-2019 to Jun-2020. During the said disputed period, the meter was running but due to erroneous meter status punched by the concerned meter reader in Dec.-2019, the consumer was billed on average basis. The matter has been detected in Jul-2020 billing and "O" code meter status correction has been done with CMR : 3336 & IMR : 3170. Accordingly, differential unit has been billed in Jul.-2020 bill (served in Aug-2020).

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



Considering the above, the OP requested before the Forum to consider this and pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 20<sup>th</sup> Jun. 2014 and total outstanding upto Jul-2025 is ₹ 1,807.75p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done from Dec-2019 to Jul-2020 which needs to be revised. The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in Dec.-2019 billing, the consumer was billed with average basis instead of actual meter reading basis. The meter status has been rectified in Jul-2020 with CMR : 3336 & IMR : 3170. For that, the total units consumed during that period to be spread over.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than six months where the meter is in running with OK status in the field for which the consumer has raised dispute. Due to negligence on the part of OP, average billing has been done which could have been avoided 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 ₹ 1,800.00p 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 ₹ 1,807.75p upto Jul-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 ₹ 1,800.00p. 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 Paramananda Seth, At/Po-Jarasingha, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."**