

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfvesco.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/

664⁽⁵⁾

Dated, the 06/09/2025

Corum:

Er. Kumuda Bandhu Sahu

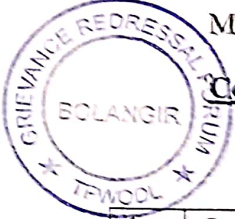
Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President

- Member (Finance)

- Co-Opted Member



1	Case No.	Complaint Case No. BGR/483/2025																										
2	Complainant/s	Name & Address Sri Pabitra Mohan Pandia, At/Po-Dunguripali, Dist-Sonepur	Consumer No 915302030100	Contact No. 9437132525																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	04.09.2025																										
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,2010; 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,2010; 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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8	Date(s) of Hearing	04.09.2025																										
9	Date of Order	06.09.2025																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil		Others																								

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Cherupali

Appeared:

For the Complainant – Sri Pabitra Mohan Pandia
For the Respondent – Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/483/2025

Sri Pabitra Mohan Pandia,
At/Po-Dunguripali,
Dist-Sonepur
Con. No. 915302030100

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY



ORDER
(Dt.06.09.2025)

During Camp Court hearing at Cherupali on 04th Sep. 2025, the consumer Shri Pabitra Mohan Pandia was present & Shri Uday Sankar Patjoshi, SDO-Binka was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Pabitra Mohan Pandia who is a LT-GPS. consumer availing a CD of 1 KW. He has disputed about the erroneous & inflated bills raised from Dec-2010 to Mar-2013 and average bills raised from Apr-2013 to Nov-2017. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case has heard in detail.

PROCEEDING OF HEARING DATED : 04.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The complainant represented that he was served with erroneous bills from Dec-2010 to Mar-2013 and average bills Apr-2013 to Nov-2017. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

He has stated that due to such disputed bill, he has not made regular payment for which the arrear outstanding has been accumulated to ₹ 93,293.81p 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 documents. On defence, he intimated that the consumer is a LT-GPS. consumer availing power supply prior to Apr-1999 and total outstanding upto Jul.-2025 is ₹ 93,293.81p. As complained by the complainant and submission of OP, it is observed by the Forum that,

CO-OPTED MEMBER

MEMBER (Fin.)

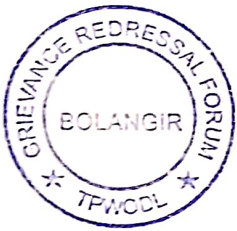
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PRESIDENT

1. The consumer represented that erroneous reading & billing was done since Dec-2010 to Mar-2012 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 6,979.12p is to be withdrawn from the arrear outstanding.



2. As represented by the consumer, due to meter defective, he was served with average bills from Apr-2013 to Nov-2017 which needs bill revision.

The OP admitted the complaint and submitted that due to meter defective, the consumer was billed with average status from Apr-2013 to Nov-2017. Against that defective meter, a new meter has been installed with meter no. WUS31836 during Oct-2017, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter as per CI-155 of OERC Regulation (Conditions of Supply) Code 2019 restricted to preceding two year.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four years 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. 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 ₹ 10,608.06 is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 93,293.81p 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 ₹ 17,587.18p (₹ 6,979.12p + ₹ 10,608.06p). 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.)

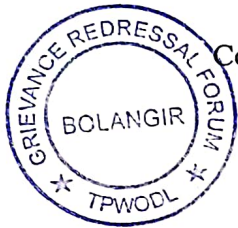
PRESIDENT

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 Pabitra Mohan Pandia, At/Po-Dunguripali, Dist-Sonepur-767023.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."