



## 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/ 149

Dated, the 27/02/2025

<b>Corum:</b>	Er. Kumuda Bandhu Sahu	-	President
	Sri Prasanta Kumar Sahoo	-	Member (Finance)
	Sri Krupasindhu Padhee	-	Co-Opted Member

1	Case No.	Complaint Case No. BGR/115/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Ramesh Barik, At-Haldipadar, Po-Budula, Via-Agalpur, Dist-Bolangir	911312120518	9556877442	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	21.02.2025			
5	In the matter of-	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	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			
8	Date(s) of Hearing	21.02.2025			
9	Date of Order	27.02.2025			
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 Agalpur

**Appeared:**

For the Complainant - Sri Ramesh Barik  
For the Respondent - Sri Abani Kanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/115/2025**

Sri Ramesh Barik,  
At-Haldipadar, Via-Budula,  
Via-Agalpur, Dist-Bolangir  
Con. No. 911312120518

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.27.02.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Ramesh Barik who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bill raised from the date of supply to Jan.-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 : 21.02.2025**

**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 supply to Jan-2021. For that average bill, the arrear amount has been accumulated to ₹ 17,676.46p upto Jan.-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 20<sup>th</sup> Oct. 2018. The billing dispute raised by the complainant for the average billing from the date of supply to Jan-2021 was due to no meter in his premises. A new meter with sl. no. LW509721 has been installed on 12<sup>th</sup> Jan. 2021, thereafter actual billing has done. As the above-stated average billing period bill has not been revised, it needs bill revision.

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.)**

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**PRESIDENT**



## **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 20<sup>th</sup> Oct. 2018 and total outstanding upto Jan.-2025 is ₹ 17,676.46p. 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 Oct-2018 to Jan-2021 which violates CI-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.
2. The OP admitted the complaint and submitted that a new meter with sl. no. LW509721 has been installed on 12<sup>th</sup> Jan. 2021, thereafter actual billing has done. Due to billing with unmetered status, the consumer was served with average bills from 20<sup>th</sup> Oct. 2018 to Jan.-2021 resulting accumulation of arrear outstanding.
3. 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 ₹ 13,385.68p is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 17,676.46p upto Jan.-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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 13,385.68p. 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 Ramesh Barik, At-Haldipadar, Po-Budula, Via-Agalpur, Dist-Bolangir.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**