



## 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/

204<sup>15</sup>

Dated, the

18/03/2025

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/163/2025																		
2	Complainant/s	Name & Address Sri Fakira Padhan, For Sri Dingar Padhan, At/Po-Kushmel, Via-Chandanbhati, Dist-Bolangir	Consumer No 911212150091	Contact No. 9777146880																
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																	
4	Date of Application	10.03.2025																		
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">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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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										
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6. Others																				
8	Date(s) of Hearing	10.03.2025																		
9	Date of Order	18.03.2025																		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																
11	Details of Compensation awarded, if any.	Nil																		

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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



**Appeared:**

**For the Complainant**  
**For the Respondent**

–Sri Fakira Padhan  
–Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/163/2025**

Sri Fakira Padhan,  
For Sri Dingar Padhan,  
At/Po-Kushmel, Via-Chandanbhati,  
Dist-Bolangir  
Con. No. 911212150091

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.18.03.2025)**

**HISTORY OF THE CASE**

The Complainant is a Domestic. consumer availing a CD of 1.5 KW availing power supply since Dt. 23/08/2007. He has disputed prov/Avg billings due to defective meter from Mar-2010 to May-2018. He has submitted his grievances for revision of bill in GRF camp at Kushmel under ESO-Chhatamakhna and heard at spot. The complainant needs suitable bill revision for the said period.

The case was heard in details.

**PROCEEDING OF HEARING DATED : 10.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chhatamakhna Section of Sub-division No-II, Bolangir. The consumer represented that he was served Prov/Average bills from Mar-2010 to May-2018. 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 participated in GRF Camp with relevant document. He intimated that the consumer is a Domestic consumer availing power supply since Dt. 23/08/2007. The billing dispute raised by the complainant that he was served Prov/Average bills from Mar-2010 to May-2018 as meter was defective which was replaced with a new one having Sl No- LW573846 on Dt.25.05.2018. As the above-stated period bill has not yet revised, bill revision is needed taking Avg Consumption of new meter.

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 1.5 KW. The consumer has availed power supply since Dt. 23/08/2007 and arrear outstanding of Rs. 16654.13 as on Feb-25. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Consumer was served with served Prov/Average bills from Mar-2010 to May-2018 as meter was defective resulting accumulation of arrear outstanding.
2. Meter was replaced on Dt. 25.05.2018 with a new meter with sl. no. LW573846 and thereafter actual billing has been done.  
The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision taking avg consumption of subsequent months of new meter. During the course of hearing, the OP initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 7,596.68p 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 ₹ 16,654.13p upto Feb.-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.

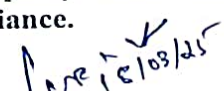
The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 7,596.68p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Fakira Padhan, At/Po-Kushmel, Via-Chandanbhati, 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."**