



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/ 342⁵

Dated, the 30/04/2025

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

1	Case No.	Complaint Case No. BGR/195/2025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Haribandhu Tandi, At-Jharni, Po-Mahulbahali, Via-Kantabanji, Dist-Bolangir	912212011801	9777846611
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	24.04.2025		
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)		
		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	18.04.2025		
9	Date of Order	30.04.2025		
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: GRF, Bolangir



Appeared:

For the Complainant - Sri Haribandhu Tandi
For the Respondent - Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. BGR/195/2025

Sri Haribandhu Tandi,
At-Jharni, Po-Mahulbahali,
Via-Kantabanji, Dist-Bolangir
Con. No. 912212011801

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.30.04.2025)

During hearing on dt.18.04.2025 at Forum the Complainant Sri Haribandhu Tandi appeared before the Forum in person whereas Sri Bijaya Kumar Rout, OAG-II, Electrical Sub-Division, TPWODL, Kantabanji appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 912212011801 in his written petition dt.24.03.2025 i.e. during a GRF camp held at Tureikela Section under Kantabanji Sub-Division disputed the abnormal high consumption billing with 5013 units raised during July'2022. He thus requested the Forum to redress his grievance on such inflated bill by way of a suitable revision.

The opposite party on the other hand submitted a billing statement concerning to the period from September'2019 to February'2025 along with a PVR dt.08.04.2025 and admitted the facts stated by the Complainant for an abnormal consumption of 5013 units for July'2022. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant records placed before it observed that;

1. The consumer comes under LT domestic category with CD of 02 KW availing power supply since 26th September'2019.
2. Billing in actual have almost been done with a meter bearing no. LW353148.
3. There are some intermittent average bills drawn during the period from November'2022 to March'2023 against the above meter.
4. Thereafter a new meter with Sl. No. TWO2004073 has been installed on dt.25.04.2023 with actual bills subsequently.
5. The arrear accumulation has gone up to Rs.51630.84ps by month ending February'2025.

Further, during hearing the opposite party was agreed with the abnormal consumption of 5013 units during July'2022 and apprised the Forum that the same case has already been resolved by the backend team on revision of bill from September'2019 to July'2022 withdrawing an amount of Rs.8940.00ps and reflected in the bill of January'2024.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Keeping the facts in view, since the complaint has already been redressed, the Forum passes order to drop the case.

Case is disposed off accordingly.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Haribandhu Tandi, At-Jharni, Po-Mahulbahali, Via-Kantabanji, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."