



## **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/

256<sup>6</sup>

Dated, the

29/03/2025

**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/198/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Nutan Dharua, At-Nagfena, Po-Baddugla, Via-Harishankar, Dist-Bolangir	912212170093	- -																								
3	Respondent/s	Name	Division																									
		S.D.O (Elect.), TPWODL, Kantabanji	Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	24.03.2025																										
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 &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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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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8	Date(s) of Hearing	24.03.2025																										
9	Date of Order	29.03.2025																										
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 Tureikela

**Appeared:**

For the Complainant - Sri Nutan Dharua  
For the Respondent - Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/198/2025**

Sri Nutan Dharua,  
At-Nagfena, Po-Baddugla,  
Via-Harishankar, Dist-Bolangir  
Con. No. 912212170093

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.29.03.2025)**

During spot hearing at Tureikela consumer camp on dt.24.03.2025 the Complainant Sri Nutan Dharua appeared before the Forum in person and Sri Sanjay Tirkey, S.D.O (Elect.), TPWODL, Kantabanji also appeared as opposite party.

The Complainant bearing consumer no. 912212170093 in his written petition dt.24.03.2025 i.e. during a GRF camp held at Tureikela Section under Kantabanji Sub-Division disputed the billings from the date of power supply to November'2021. He therefore requested before the Forum to revise the bill as per meter reading.

The opposite party on the other hand submitted a billing statement concerning to the period from December'2010 to February'2025. He also requested before 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 Complainant is a consumer under domestic category with CD of 0.5 KW.
2. The date of power supply to the premises concern appears to be dt.24.12.2010.
3. Abnormal and unrealistic consumption have been noticed during the period from the date of power supply to November'2021 against meter bearing no. 4612198.
4. Thereafter, billing on average basis from December'2021 to May'2023 have been done and on actual basis thereafter till February'2025.
5. A new meter is seen to be have been replaced having Sl. No. TPWODL1110304 from January'2023.
6. The Forum is of the opinion for a revision of bills in norms with conditions of supply regulation 2019 by way of a recast in obedience of OERC Regulation.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

However, during the course of hearing the opposite party agreed with the billing complaint and initiated bill revision by way of a recast from December'2010 to November'2021 on spot after observing departmental guidelines and an amount of Rs.406.73ps is to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.406.73ps from the arrear dues.

The Forum therefore directed the opposite party to carry-out revision proposal which needs to 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 Nutan Dharua, At-Nagfena, Po-Baddugla, Via-Harishankar, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."