



## **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/ 252<sup>B</sup>

Dated, the 29/03/2025

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

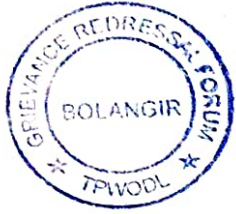
- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/199/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Agasti Matiali, At-Rahenbhata, Po-Kuibahal, Via-Kantabanji, Dist-Bolangir		912212200559	- -																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division 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 Agasti Matiali

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

**Complaint Case No. BGR/199/2025**

Sri Agasti Matiali,  
At-Rahenbhata, Po-Kuibahal,  
Via-Kantabanji, Dist-Bolangir  
Con. No. 912212200559

-

**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 Agasti Matiali 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. 912212200559 in his written petition dt.24.03.2025 i.e. during a GRF camp held at Tureikela Section under Kantabanji Sub-Division disputed the average billings done from March'2021 to April'2024 and thereafter requested before the Forum to redress his grievances on bills raised on average basis 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. He admitted the facts stated by the Complainant and also requested the Forum to take steps 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 a CD of 1.00 KW.
2. Average bills have actually been done during the period from March'2021 to April'2024.
3. A new meter with Sl. No. TW02045756 is seen to have been replaced on dt.01.01.2024 against the defective one.
4. The arrear has gone up to the tune of Rs.9927.25ps by month ending February'2025.
5. The date of power supply is dt.20.08.2019.

The Forum is therefore of the opinion for revision of average bills in obedience to regulation in OERC Distribution (Conditions of Supply) Code 2019.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**

However, during the course of hearing the opposite party was agreed with the billing complaint and initiated bill revision process on spot observing all departmental guidelines in this regard. The monthly bills were recalculated and an amount of Rs.3102.18ps is to be withdrawn from the arrear. The Complainant was also concerned with the proposed withdrawal of Rs.3102.18ps from the arrear outstanding.

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.PADHIEE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Agasti Matiali, At-Rahenbhata, Po-Kuibahal, 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](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."**