

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/

258⁶

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/200/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Dhaneswar Bhoi, For Sri Mangal Bhoi, At-Rahenbhata, Po-Kuibahal, Via-Kantabanji, Dist-Bolangir		912212200557	9078051856																								
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 border="1"><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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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 border="1"><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 Dhaneswar Bhoi

For the Respondent

-Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/200/2025

Sri Dhaneswar Bhoi,
For Sri Mangal Bhoi,
At-Rahenbhata, Po-Kuibahal,
Via-Kantabanji, Dist-Bolangir
Con. No. 912212200557

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 Dhaneswar Bhoi 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. 912212200557 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 leading to accumulation of arrear. He therefore requested before the Forum to look into the facts and redress it by way of a suitable bill revision.

The opposite party on the other hand submitted a billing statement concerning to the period from September'2019 to February'2025. He also admitted the facts stated by the Complainant in connection with raising of average bills against a defective meter. He also requested 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 a CD of 1.00 KW.
2. The average billings have been done from August'2021 to June'2024.
3. A new meter with Sl. No. TPWODL1106328 appears to have been replaced against the old defective meter on dt.17.12.2022.
4. The arrear has gone up to Rs.6074.66ps by month ending February'2025.
5. The date of power supply is dt.20.08.2019.
6. Delay meter updation revision of Rs.2,066.56ps has been done in September'2023 for the period December'2022 to July'2023.

The Forum is therefore of the opinion for revision of bills from August'2021 to November'2022 as per norms of the conditions of supply regulation 2019 after obtaining average consumption of subsequent months of the new meter with IMR '0' (IMR on dt.17.12.2022) and FMR '64' (CMR of December'2023).

CO-OPTED MEMBER

MEMBER (Fin.)
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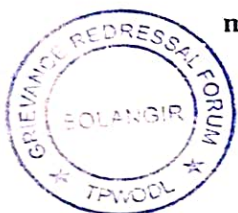
PRESIDENT

However, during the course of hearing opposite party was agreed with the billing complaint and initiated bill revision process on the spot observing departmental guidelines in this regard. The monthly bills have therefore been recalculated and an amount of Rs.3189.89ps is to be withdrawn from the arrear bill. The Complainant was also convinced with the proposed withdrawal of the amount for Rs.3189.89ps.

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 Dhaneswar Bhoi, 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 → 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."