



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/ 259

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/201/2025																										
2	Complainant/s	Name & Address Sri Jala Bag, For Sri Ukua Bag, At-Rahenbhata, Po-Kuibahal, Via-Kantabanji, Dist-Bolangir	Consumer No 912212200389	Contact No. 8260085695																								
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 & 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><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	24.03.2025																										
9	Date of Order	29.03.2025																										
10	Order in favour of	Complainant	√	Respondent																								
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 Jala Bag
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/201/2025

Sri Jala Bag,
For Sri Ukua Bag,
At-Rahenbhata, Po-Kuibahal,
Via-Kantabanji, Dist-Bolangir
Con. No. 912212200389

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 Jala Bag 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. 912212200389 in his written petition dt.24.03.2025 i.e. during a GRF camp held at Tureikela Section under Kantabanji Sub-Division disputed the wrong billing done resulting hike in arrear outstanding. He therefore requested before the Forum to do away with the wrong billing done and redress his grievance by way of an appropriate bill revision.

The opposite party on the other hand submitted a billing statement concerning to the period from March-April'2014 to February'2025. He also admitted the facts stated by the Complainant as regards to the average billing done and thus requested before the Forum for taking 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 basis bills appears to have been done during the period from November'2021 to June'2024.
3. The date of power supply to the premises is dt.20.06.2013.
4. The arrear has gone upto Rs.24335.76ps by month ending February'2025.
5. A new meter with Sl. No. TWB660865 has been replaced against the old and defective on dt.31.07.2024.

The Forum is therefore of the opinion for revision of average bills after obtaining average consumption of subsequent six months of the new meter as per norms of the OERC Distribution (Conditions of Supply) Code 2019.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

However, in course of hearing the 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.6766.01ps is to be withdrawn from the arrear bill. The Complainant was also convinced with the proposed withdrawal of the amount for Rs.6766.01ps.

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 Jala Bag, 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."