



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/

284th

Dated, the

10/04/2025

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/206/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Santosh Kumar Mahanta, At/Po-Kantabanji, Hospital Campus, Qr. No. 18, Dist-Bolangir	912211050094	9668680082																								
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 & 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	10.04.2025																										
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: Camp Court at Kantabanji



Appeared:

For the Complainant
For the Respondent

–Sri Santosh Kumar Mahanta
–Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/206/2025

Sri Santosh Kumar Mahanta,
At/Po-Kantabanji,
Hospital Campus, Qr. No. 18,
Dist-Bolangir
Con. No. 912211050094

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.10.04.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Santosh Kumar Mahanta who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that the existing meter (meter sl. no. TWST1764112) has been installed on 07th Feb. 2025 but the OP has been updated this on 24th Mar.-2025. The complainant needs updation of meter replacement date.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 24.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that the existing meter has been installed on 07th Feb. 2025 but the OP has shown the date as 24th Mar. 2025 which needs to be amended in the billing.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The dispute raised by the complainant about the meter installation date of existing meter is not based on the facts and hence to be rejected.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Feb.-2025 is ₹ 1,019.85p. As

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

complained by the complainant that the present meter (meter sl. no. TWST1764112) has been installed on 07th Feb. 2025 but the OP wrongly shown as 24th Mar. 2025.

The Forum has gone through the documents submitted by both the parties along with FG billing data where the present meter installation date has been punched as 24th Mar. 2025. During the course of hearing, the Forum directed the OP to submit the meter protocol sheet which has been generated at the time of meter replacement. The OP was asked seven day time to submit the same after obtaining from MMG team. The OP submitted the same on 08th Apr. 2025 where it is shown that the meter has been replaced on 04th Mar. 2025 which is also acknowledged by the consumer. The protocol sheet dated 04th Mar. 2025 has taken into record.

From the above, it is clear evident that the existing meter with meter sl. no. TWST1764112 has been installed on 04th Mar. 2025

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The meter replacement date of existing meter (meter sl. no. TWST1764112) must be amended from 24th Mar. 2025 to 04th Mar. 2025.

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 Santosh Kumar Mahanta, At/Po-Kantabanji, Hospital Campus, Qr. No. 18, Po-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."