



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),  
BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No. GRF/BGR/Order/ 348<sup>th</sup>

Dated, the 20/04/2025

**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/262/2025  |   |   |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 2  | Complainant/s  | Name & Address   |   | Consumer No   | Contact No. |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
|  |  | Sri Pabitra Kumbhar,<br>For Smt. Basanti Kumbhar,<br>At/Po-Rengali, Via-Khaprakhol,<br>Dist-Bolangir   |   | 912314063271  | 9937876267  |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 3  | Respondent/s   | Name<br>S.D.O (Elect.), TPWODL, Patnagarh  |   | Division<br>Titilagarh Electrical Division,<br>TPWODL, Titilagarh |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 4  | Date of Application                                  | 21.04.2025   |   |   |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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) – |  |  |
| 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) –   |  |  |   |   |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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 |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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  |  |  |   |   |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 8  | Date(s) of Hearing                                   | 21.04.2025   |   |   |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 9  | Date of Order  | 30.04.2025   |   |   |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 10   | Order in favour of                                   | Complainant  | ✓ | Respondent  | Others      |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 11   | Details of Compensation awarded, if any.             | Nil  |   |   |             |  |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Place of Hearing: Camp Court at Khaprakhol

**Appeared:**

For the Complainant -Sri Pabitra Kumbhar  
For the Respondent -Sri Smarak Panigrahi, Accountant (Representative)

**Complaint Case No. BGR/262/2025**

Sri Pabitra Kumbhar,  
For Smt. Basanti Kumbhar,  
At/Po-Rengali, Via-Khaprakhol,  
Dist-Bolangir  
Con. No. 912314063271

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.30.04.2025)**

During spot hearing at Khaprakhol consumer camp on dt.21.04.2025 the Complainant Sri Pabitra Kumbhar appeared before the Forum in person whereas Sri Smarak Panigrahi, Accountant, Electrical Sub-Division, TPWODL, Patnagarh appeared as representative of opposite party.

The Complainant bearing consumer no. 912314063271 in his written petition dt.21.04.2025 disputed the bill raised for Rs.776.33ps during the month of March'2025 despite his regular payment of monthly bills. He therefore requested before the Forum to look into the facts and waive out the same by way of a suitable bill revision.

The opposite party on the other hand submitted a billing statement concerning to the period from April'2018 to March'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. Monthly bills on provisional basis have been done from August'2022 to January'2024.
  2. A new meter has been installed bearing no. TWB139048 on 2<sup>nd</sup> March'2024, thereafter actual billing have been done.

Thus, an upward assessment appears to have been done for Rs.776.23ps on replacement of a meter on dt.02.03.2024. The Forum finds no base for raising of such an upward bill and the opposite party was also agreed to it which might be owing to any software error. Finally, the Complainant was also convinced with the statement of the opposite party for proposed withdrawal of Rs.776.23ps arising out of an upward assessment due to software error.

The Forum therefore directed the opposite party to carry-out the revision proposal on proposed withdrawal of Rs.776.23ps which needs to be reflected in the next bill.

CO-OPTED MEMBER


MEMBER (Fin.)

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PRESIDENT

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 Pabitra Kumbhar, At/Po-Rengali, Via-Khaprakhol, Dist-Bolangir-767028.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."**