



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/

349

Dated, the

30/04/2025

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/263/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sankara Deep, At-Karlakutuna, Po-Darlipali, Via-Khaprakhhol, Dist-Bolangir	912314021215	8018504412	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	21.04.2025			
5	In the matter of-	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	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.)

PRESIDENT

Place of Hearing: Camp Court at Khaprakhhol

Appeared:

For the Complainant -Sri Sankara Deep
For the Respondent -Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/263/2025

Sri Sankara Deep,
At-Karlakutuna, Po-Darlipali,
Via-Khaprakhhol, Dist-Bolangir
Con. No. 912314021215

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.30.04.2025)

During spot hearing at Khaprakhhol consumer camp on dt.21.04.2025 the Complainant Sri Sankara Deep 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. 912314021215 in his written petition dt.21.04.2025 disputed the wrong billings done leading to accumulation of arrear. He therefore requested before the Forum to look into his grievance 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 January'2012 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. The consumer comes under LT/domestic category with a CD of 1.00 KW.
2. Monthly billing on actual basis is seen to have been done till August'2019 against meter no. WESCO9063457.
3. Later a new meter has been replaced bearing Sl. No. LW350721 during September'2019 which shows abnormal consumption till December'2021 which needs a recast.
4. The arrear has gone upto 1935.12ps by month ending March'2025.

However, in course of hearing the opposite party was agreed with the billing complaint and initiated bill revision process on the spot after observing all departmental guidelines. The opposite party thus has recasted the abnormal bills concerning to the period from July'2019 to December'2021 where slab benefit can be given as a financial relief to the Complainant. Accordingly, an amount of Rs.910.11 is to be withdrawn from the arrear bill. The Complainant was also convinced with such proposed withdrawal of Rs.910.11ps from the arrear outstanding.

The Forum therefore directed the opposite party to carry-out the revision proposal on proposed withdrawal of Rs.910.11ps which needs to be reflected in the next bill.

CO-OPTED MEMBER

MEMBER (Fin.)


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PRESIDENT

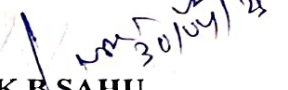


Case is disposed off accordingly.

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 Sankara Deep, At-Karlakutuna, Po-Darlipali, Via-Khaprakhol, Dist-Bolangir-767027.
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 → 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."