



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/ 351

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/265/2025																											
2	Complainant/s	Name & Address Sri Gopi Kishan Thanapati, For Sri Panchanan Thanapati, At/Po-Dhandamunda, Via-Khaprakhola, Dist-Bolangir		Consumer No 912314070079	Contact No. 9439027850																								
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-	<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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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 Khaprakhol

Appeared:

For the Complainant -Sri Gopi Kishan Thanapati
For the Respondent -Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/265/2025

Sri Gopi Kishan Thanapati,
For Sri Panchanan Thanapati,
At/Po-Dhandamunda,
Via-Khaprakhol, Dist-Bolangir
Con. No. 912314070079

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.30.04.2025)

HISTORY OF THE CASE

The Complainant is a Domestic. consumer availing a CD of 1.7 KW_ availing power supply since Dt. 14/01/2001. Complaint petition was received during camp at Khaprakhol on 21.04.2025 and heard at spot. The consumer has disputed on outstanding arrear of Rs. 2633.78 and submitted his grievances for revision of bill in GRF camp at Khaprakhol .The complaint was heard at Khaprakhol Camp in presence of JE Khaprakhol.

Heard the case in details.

PROCEEDING OF HEARING DATED : 21.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhol Section of Patnagarh Sub-division. The consumer represented that he was served Avg bills from Oct-Nov-2001 to Jan-2003 for without meter supply and July23 to April-24 for defective meter (burnt) supply and submitted his grievances for revision of bill in GRF camp at Khaprakhol. The complainant raised a dispute against AVG Bills and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP participated in GRF Camp at Khaprakhol and with relevant document. He intimated that the consumer is a Domestic consumer availing power supply since Dt. 14/01/2001. The billing dispute raised by the complainant for the Avg billings are due to without meter periods and defective periods i.e. from Oct-Nov-2001 to Jan-2003. A new meter with Sl. No. A135465 has been installed by opposite party and thereafter actual billing has been done. However, OP agreed to revise WM meter period Avg bills from Oct-Nov-2001 to Dec-Jan-2003 by taking subsequent 6(six) months Avg consumption of new meter

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a Dom consumer with a CD of 1.7 KW. The consumer has availed power supply since Dt. 14/01/2001 As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Consumer was served Avg bills from Oct-Nov-2001 to Dec-Jan-2003 resulting accumulation of arrear outstanding.
2. Meter was replaced in Jan-2003 and thereafter actual billing has done.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per succeeding 6(six) months avg consumption pattern of new meter.
4. During the course of hearing, the opposite party admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of Rs.1954.20ps is to be withdrawn from the arrear outstanding.

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 OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 1954.20p. Hence, the Forum directed the OP to carry-out the revision proposal and must 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 Gopi Kishan Thanapati, At/Po-Dhandamunda, 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 → 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."