



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/ 396

Dated, the 29/05/2025

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/279/2025																											
2	Complainant/s	Name & Address Sri Bramha Bagarty, For Sri Gokulananda Sahu, At-Kandhpalipada, Po-R.College, Dist-Bolangir		Consumer No 911125130548	Contact No. 8249999091																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	08.05.2025																											
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	15.05.2025																											
9	Date of Order	29.05.2025																											
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: GRF, Bolangir



Appeared:

For the Complainant

–Sri Bramha Bagarty

For the Respondent

–Sri Uday Bhanu Nandy, S.D.O (Elect.), No. I, Bolangir

Complaint Case No. BGR/279/2025

Sri Bramha Bagarty,
For Sri Gokulananda Sahu,
At-Kandhpalipada,
Po-Rajendra College,
Dist-Bolangir
Con. No. 911125130548

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.29.05.2025)

During hearing on dt.15.05.2025 the Complainant Sri Bramha Bagarty appeared before the Forum in person and also Sri Uday Bhanu Nandy, S.D.O (Elect.), No. I, TPWODL, Bolangir appeared in person as opposite party.

The Complainant bearing consumer no. 911125130548 in his written petition dt.07.05.2025 disputed the abnormal billing done with delay in replacement of the defective meter. He therefore requested the Forum to redress his grievance arising out of such raising of an abnormal and inordinate delay done to replace his defective meter.

The opposite party on the other hand submitted a billing statement concerning to the period from November'2015 to April'2025. HE also enclosed a written version dt.14.05.2025 which reveals that;

1. A sundry charges for Rs.79508.54 was a resultant effect of a bill revision for the period from November'2021 to June'2023 on the basis of average consumption of subsequent six months of a new meter replaced on dt.24.07.2023 from a defective meter, i.e. from July'2023 to January'2024 (six months).
2. The previous meter was declared defective from January'2019 to June'2023.
3. The bill revision was done as per norms of the rule 155 of OERC Distribution (Conditions of Supply) Code 2019.

He further requested 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 CD of the premises is of 2.00 KW under domestic load.
2. Provisional/ average bills were raised during the period from January'2019 to June'2023 on a defective meter which was subsequently replaced with a new one having Sl. No. TWSP51000310 on dt.24.07.2023.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

3. A bill revision appears to have been done concerning to the period from November'2021 to June'2023 on the basis of monthly average consumption of subsequent six months i.e. from July'2023 to January'2024 of the new meter with SL. No. TWSP51000310.
4. The sundry charges arising out of such bill revision is shown for Rs.79508.54.

Keeping the above observation in view, the Forum directed the opposite party if better fiscal relief can be given to the Complainant within the purview of the prevalent departmental guidelines. The opposite party thoroughly exercised the pros and cons of the revision and agreed to revise it obtaining monthly average consumption of subsequent 12 months of the new meter and initiated it on the spot. Accordingly, an amount of Rs.29171.63ps was calculated to be withdrawn from the arrear. The petitioner was also seen convinced with the proposed withdrawal of Rs.29173.63ps from the arrear amount of Rs.79508.54ps. Thus, the balance arrear stands at Rs.50336.91ps after such withdrawal.

The Forum therefore directed the opposite party to carry-out the revision proposal on proposed withdrawal of Rs.29171.63ps 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 Bramha Bagarty, C/o-Gokulananda Sahu, At-Kandhpalipada, Po-Rajendra College, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."