



## 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/

140

Dated, the

27/02/2025

**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/50/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Lalit Kumar Meher, For Sri Nilambar Meher, At/Po-Chandanbhati, Dist-Bolangir		911225010056	9438243483 9556389973																																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																																									
4	Date of Application	24.01.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td>15. Others (Specify) -</td><td colspan="4"></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	05.02.2025	20.02.2025																																										
9	Date of Order	27.02.2025																																											
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 Lalit Kumar Meher

**For the Respondent**

–Smt. Itishree Sahoo, OAG-II (Auth. Representative)

**Complaint Case No. BGR/50/2025**

Sri Lalit Kumar Meher,  
For Sri Nilambar Meher,  
At/Po-Chandanbhati,  
Dist-Bolangir  
Con. No. 911225010056

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**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**

**(Dt.27.02.2025)**

During hearing on dt.20.02.2025 the Complainant Lalit Kumar Meher appeared before the Forum in person whereas Smt. Itishree Sahoo, OAG-II, Electrical Sub-Division, No. II, TPWODL, Bolangir appeared as authorised representative of opposite party.

The Complainant in his written petition dt.24.01.2025 disputed the wrong billings done resulting disconnection of power supply. He therefore requested before the Forum to redress his grievance by way of an appropriate bill revision on reduction of arrear.

On the other hand the opposite party submitted a billing statement concerning to the period from January-February'2001 to December'2024 along with a PVR dt.30.01.2025 and a written version which reveals that;

1. The existing meter no. TWSP51193707 is existing at site and the consumer is availing power supply with meter reading at 807 Kwh on dt.30.01.2025.
2. A new meter bearing no. 343936 has been replaced during March'2010 against the old one with Sl. No. 1821061.
3. The above meter has again been replaced on 19<sup>th</sup> August'2024 having Sl. No. TWSP119370.

However, she also requested before the Forum to do the needful as deemed fit in this regard.

The Forum after close scrutiny of all relevant records so submitted before the Forum observed that;

1. The average bills being done earlier i.e. from March'2005 to February'2010 with only 35 units per month which needs no revision as there is no financial benefit to the Complainant.
2. Subsequent bills i.e. from March'2010 onwards have been raised on actual and average basis with abnormal and wrong readings, which can be revised by way of a recast.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



3. It is further noticed that no monthly bills have been paid during the period from August'2014 to January'2022 which has resulted accumulation of arrear to the tune of Rs.92060.67 by month ending December'2024.

The opposite party however agrees with the billing complaint and initiated revision process observing all departmental guidelines. Thus the monthly bills have been recasted from the date of meter installation i.e. from March'2010 to December'2023 on withdrawal of Rs.23049.61 by taking IMR '0' (IMR of March'2010) and FMR '15070' (CMR of December'2023).

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 opposite party was agreed with the billing dispute and initiated bill revision process for the disputed arrear and the Complainant was convinced with the proposed withdrawal amount of Rs.23049.61ps. Hence, the Forum directed the opposite party to carry-out the revision proposal which 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 Lalit Kumar Meher, At/Po-Chandanbhati, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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](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."**