

# 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/ 805

Dated, the 30/08/2024

**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/503/2024		
2	Complainant/s	Name & Address Sri Raj Kishor Nina, At/Po-Barpadar, Via-Patnagarh, Dist-Bolangir	Consumer No 912325010291	Contact No. 9777235725
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.08.2024		
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	09.08.2024		
9	Date of Order	30.08.2024		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** Camp Court at Ghumer

**Appeared:**

**For the Complainant** -Sri Raj Kishor Nina  
**For the Respondent** -Sri Debadatta Mahyapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/503/2024**

Sri Raj Kishor Nina,  
At/Po-Barpadar,  
Via-Patnagarh,  
Dist-Bolangir  
Con. No. 912325010291

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.30.08.2024)**

During spot hearing at Ghumer consumer camp on dt.09.08.2024 the Complainant Sri Raj Kishor Nina appeared before the Forum in person and also Sri Debadatta Mahapatra, S.D.O (Elect.), TPWODL, Patnagarh appeared in person as opposite party.

The Complainant bearing consumer no. 912325010291 in his written petition disputed the average billings done prior to installation of the existing meter. He therefore requested before the Forum for revision of such average billing by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from January'2006 to July'2024 and admitted the facts stated by the Complainant. He therefore requested before the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant records made available before the Forum observed that;

1. Average/ provisional bills have been done during the period from October'2020 to July'2023 against an old meter bearing no. 930127.
2. However, a new meter with Sl. No. TWSP51014245 is seen to have been replaced on dt.22.08.2023.
3. The disputed bill needs revision from October'2020 to July'2023 by obtaining monthly average consumption of sub sequent six months of the new meter with IMR '0' (dt.22.08.2023) and CMR '475' (February'2024).

The opposite party admitted with the billing dispute for the above said period and during hearing initiated the bill revision process on spot observing all departmental guidelines. Accordingly, the monthly bills were recalculated and a net amount of Rs.28024.06ps is assessed to be withdrawn from the arrear outstanding. The petitioner is also convinced with the proposed withdrawal of Rs.28024.06ps.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
Page 2 of 3

**PRESIDENT**



Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The Forum therefore directed the opposite party to carry out the revisional proposal for withdrawal of Rs.28024.06ps from the arrear outstanding 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.**



*[Signature]*  
**K.S.PADHEE**  
CO-OPTED MEMBER

*[Signature]* 30/08/24  
**P.K.SAHOO**  
MEMBER (Fin.)

*[Signature]* or 30/08/24  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Raj Kishor Nina, At/Po-Barpadar, Via-Patnagarh, Dist-Bolangir.
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.

**"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."**