



## 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/ 808

Dated, the 30/08/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/506/2024		
2	Complainant/s	Name & Address Sri Patitapaban Padhan, For Sri Ghella Shankar Padhan, At/Po-Ghasian, Dist-Bolangir	Consumer No 912325020181	Contact No. 9265031698
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	√ 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 Patitapaban Padhan  
**For the Respondent** -Sri Debadatta Mahyapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/506/2024**

Sri Patitapaban Padhan,  
For Sri Ghella Shankar Padhan,  
At/Po-Ghasian,  
Dist-Bolangir  
Con. No. 912325020181

- **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 Patitapaban Padhan 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. 912325020181 in his written petition disputed the average billings done which resulted accumulation of arrear. He therefore requested before the Forum to redress his grievances by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from February-March'2001 to June'2024 and admitted the facts stated by the Complainant and stated that the average basis bills have been done during the period from February-March'2001 to July'2009 against a defective meter. However, a new meter has been replaced with Sl. No. 349553 during August'2009. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after carefully examined all the relevant records made available before it, observed that;

1. The CD of the premises is 02 KW under domestic category.
2. Average basis bill have actually been done during February-March'2001 to July'2009 against a defective meter.
3. A new meter bearing Sl. No. 349553 has been replaced during August'2009.

Keeping the above facts in views, the disputed bill needs revision from February-March'2001 to July'2009 after obtaining average consumption for subsequent six months of the new taking into consideration clause 155 & 157 of OERC Distribution (Conditions of Supply) Code 2019.

CO-OPTED MEMBER

MEMBER (Fin.)  
Page 2 of 3

PRESIDENT



The opposite party admitted with the billing dispute for the aforesaid period and during hearing initiated the revision process on spot observing all existing departmental guidelines. Accordingly, the monthly bills were recalculated and a net amount of Rs.18775.04ps was assessed to be withdrawn from the outstanding arrear. The Complainant was also convinced with the proposed withdrawal of Rs.18775.04ps.

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.18775.04ps 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]*  
30/8/24  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Patitapaban Padhan, At/Po-Ghasian, 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."**