



## 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/ 252<sup>(B)</sup>

Dated, the 06/09/2024

**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/516/2024		
2	Complainant/s	Name & Address Sri Surendra Bishi, At-Jampara, Po-Kholan, Via-Titilagarh, Dist-Bolangir	Consumer No 912133070229	Contact No. 9178642824
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	14.08.2024		
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) <u>155, 157</u> 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	14.08.2024		
9	Date of Order	06.09.2024		
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 Kholan

**Appeared:**

**For the Complainant** –Sri Surendra Bishi  
**For the Respondent** –Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/516/2024**

Sri Surendra Bishi,  
At-Jampara,  
Po-Kholan,  
Via-Titilagarh,  
Dist-Bolangir  
Con. No. 912133070229

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.06.09.2024)**

During spot hearing at Kholan consumer camp on dt.14.08.2024 the Complainant Sri Surendra Bishi appeared before the Forum in person and also Sri Binay Kumar Panigrahi, S.D.O (Elect.), TPWODL, Titilagarh appeared in person as opposite party.

The Complainant bearing consumer no. 912133070229 in his written petition disputed the average billings done resulting accumulation of arrears. He therefore requested the Forum to sortout his grievance by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from August-September'2012 to June'2024 which indicates that;

1. Average basis bills have been raised during the period from January-February'2015 to October'2018 against meter no. WESCO9053364.
2. A new meter bearing Sl. No. LW070193 has been replaced against the above defective one on dt.25.10.2018.

He also requested before the Forum to take necessary steps as deemed fit in this regard.

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

1. The consumer comes under domestic category with CD of 1.00 KW.
2. Provisional and average basis bills have actually been done during the period from January-February'2015 to October'2018.
3. A new meter is seen to have been replaced with Sl. No. LW070193 on dt.25.10.2018.
4. The arrear outstanding is Rs.12356.34 by month ending June'2024.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

Hence, bill revision is required for provisional and average basis bills pertaining to the period from January-February'2015 to October'2018 after obtaining monthly average consumption for subsequent six months of the new meter, with IMR '0' (IMR on dt.25.10.2010) and CMR '240' (CMR of April'2019).

The opposite party agrees with the billing complaint and initiated revision process on spot observing all departmental guidelines. The bills were thus recalculated and an amount of Rs.4759.49 is to be withdrawn from the arrear. The Complainant was convinced with the proposed withdrawal of Rs.4759.49.

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

The Forum therefore directs the opposite party to carry out the revision proposal with the proposed withdrawal amount of Rs.4759.49ps 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 Surendra Bishi, At-Jampara, Po-Kholan, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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."**