



## 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/ 259<sup>5</sup>

Dated, the 06/09/2024

**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/552/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Sarat Dalai, For Sri Nrupa Dalai, At/Po-Chandanbhati, Dist-Bolangir	911225010013	9937739295
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	22.08.2024		
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	22.08.2024		
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 Chandanbhati

**Appeared:**

**For the Complainant** -Sri Sarat Dalai

**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/552/2024**

Sri Sarat Dalai,  
For Sri Nrupa Dalai,  
At/Po-Chandanbhati,  
Dist-Bolangir  
Con. No. 911225010013

- **COMPLAINANT**

**-Versus-**

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

- **OPPOSITE PARTY**



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

During spot hearing at Chandanbhati consumer camp on dt.22.08.2024 the Complainant Sri Sarat Dalai appeared before the Forum in person and also Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, TPWODL, Bolangir appeared in person as opposite party.

The Complainant bearing consumer no. 911225010013 in his written petition disputed the huge arrear arising out of wrong billings. He therefore requested before the Forum to settle the dispute once for all by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from January-February'2001 to July'2024 and admitted to the facts stated by the Complainant. He also requested before the Forum to take steps as deemed fit in this regard so as to redress his grievance of the Complainant.

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

1. The CD of the premises is 1.5 KW under domestic category.
2. The arrear outstanding by month ending July'2024 is seen to be Rs.106971.10.
3. Average basis bills have been raised during the period from January'2015 to November'2020 against a defective meter bearing no. 8172389.
4. A new meter with Sl. No. LW464215 is seen to have been replaced on 24<sup>th</sup> November'2010 and thereafter actual billings are being done.

In view of the above facts bill revision is required for revision of prolong average bills done during the period from January'2015 to November'2020.

*[Signature]*  
**CO-OPTED MEMBER**

*[Signature]* 06/09/24  
**MEMBER (Fin.)**  
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*[Signature]* 06/09/24  
**PRESIDENT**



The opposite party has admitted the billing dispute for the said period during hearing and initiated the bill revision process on spot after observing all departmental guidelines. Accordingly the monthly bills were recalculated with the consumption and a net amount of Rs.38854.41 is to be withdrawn from the arrear outstanding.

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.38854.41ps 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.**



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

*[Signature]* 06/09/21  
**P.K.SAHOO**  
MEMBER (Fin.)

*[Signature]* 06/09/21  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Sarat Dalai, 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.

**"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."**