



## 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/ 863<sup>G</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/559/2024		
2	Complainant/s	Name & Address Sri Uttar Bariha, At-Haldipadar, Po-Budula, Dist-Bolangir	Consumer No 911312120507	Contact No. 9668804317
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	23.08.2024		
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	23.08.2024		
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 Kendumundi

**Appeared:**

**For the Complainant** -Sri Uttar Bariha

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

**Complaint Case No. BGR/559/2024**

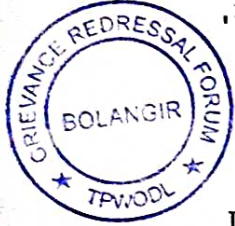
Sri Uttar Bariha,  
At-Haldipadar,  
Po-Budula,  
Dist-Bolangir  
Con. No. 911312120507

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



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

During spot hearing at Kendumundi consumer camp on dt.23.08.2024 the Complainant Sri Uttar Bariha appeared before the Forum in person and also Sri Abanikanta Maharana, S.D.O (Elect.), TPWODL, Loisingha appeared in person as opposite party.

The Complainant bearing consumer no. 911312120507 in his written petition disputed the average billings done from the date of power supply to January'2021. He therefore requested the Forum to sortout his grievance and settle the issue by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from November'2018 to July'2024 which reveals that;

1. Average basis bills have been done from the date of power supply i.e. from November'2018 to January'2021 having no meter in the premises.
2. A new meter has been installed on 12<sup>th</sup> January'2021 having Sl. No. LW509738.
3. Thereafter actual bills have been raised with intermittent provisional bills duly adjusted.

He also therefore requested before the Forum to do the needful as deemed fit in this regard.

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

1. The CD of the premises is 01 KW under domestic load.
2. The arrear has gone up to Rs.14387.01ps by month ending July'2024.
3. The monthly bills from the date of power supply have actually been done on average basis till January'2021.
4. Afterwards a new meter bearing no. LW509738 has been replaced on 12<sup>th</sup> January'2021.
5. Actual basis bills have thereafter being done till to date.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

Hence, bill revision is required for such average billings done during the period from November'2018 to January'2021 after obtaining the monthly average consumption of subsequent six months of the new meter.

However, during the hearing process the opposite party has admitted the billing complaints and initiated bill revision process on the spot observing departmental guidelines, Accordingly, the monthly bill has calculated with the consumption and an amount of Rs.13827.48ps 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 opposite party has recalculated the bill and the Complainant was convinced with the proposed withdrawal amount of Rs.13827.46ps. Hence, the Forum directed the opposite party to carry-out the revision proposal and 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.PADHÉE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Uttar Bariha, At-Haldipadar, Po-Budula, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."**