



## 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/ 865<sup>51</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/562/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Lambodar Bishi, At-Haldipadar, Po-Budula, Dist-Bolangir		911312120494	9692432056
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) <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	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 Lambodar Bishi  
**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/562/2024**

Sri Lambodar Bishi,  
At-Haldipadar,  
Po-Budula,  
Dist-Bolangir  
Con. No. 911312120494

- **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 Lambodar Bishi 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. 911312120494 in his written petition disputed the average billings done prior to installation of the existing meter. He therefore requested before the Forum to resolve the issue and reduce the arrear 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 during the period from October'2018 to January'2021 having being no meter installed in the premises.
2. A new meter has been replaced during January'2021 i.e. on dt.10.01.2021 bearing Sl. No. LW437965.
3. Thereafter bills have been raised on actual meter reading from January'2021 to till date.

He also 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 of 1.0 KW under domestic category.
2. The arrear outstanding has gone up to Rs.12591.20ps by month ending July'2024.
3. Average basis bills have actually been done from the date of power supply to January'2021.
4. A meter has been installed bearing no. LW437965 during January'2021 i.e. on dt.10.01.2021.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**

  
**PRESIDENT**





Hence, bill revision is required for average basis bills from October'2018 to January'2021 with IMR '0' (IMR of January'2021) and FMR '30' Kwh (CMR on July'2021).

The opposite party admitted the billing dispute for the aforesaid period. During hearing he initiated bill revision process on spot observing departmental guidelines. Accordingly, the monthly bills were recalculated with the consumption and a net amount of Rs.12650.92ps is to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.12650.92ps.

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.12650.92ps 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 Lambodar Bishi, 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."**