



## 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/ 1071

Dated, the 30/11/2024

**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/621/2024																											
2	Complainant/s	Name & Address Sri Arjun Tripathy, For Late Lokanath Tripathy, At-Talpali, Po-Mahimunda, Dist-Bolangir		Consumer No 911225180125	Contact No. 9937943599																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	12.09.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)	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																		
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6. Others																													
8	Date(s) of Hearing	12.09.2024																											
9	Date of Order	30.11.2024																											
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 Duspur

**Appeared:**

**For the Complainant** -Sri Arjun Tripathy  
**For the Respondent** -Sri Riazul Hoque, ESO, REC, Bolangir (Representative)

**Complaint Case No. BGR/621/2024**

Sri Arjun Tripathy,  
For Late Lokanath Tripathy,  
At-Talpali,  
Po-Mahimunda,  
Dist-Bolangir  
Con. No. 911225180125

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.30.11.2024)**

During spot hearing at Duspur consumer camp on dt.12.09.2024 the Complainant Sri Arjun Tripathy appeared before the Forum in person whereas Sri Riazul Hoque, ESO, REC, TPWODL, Bolangir appeared as representative of opposite party.

The Complainant bearing consumer no. 911225180125 in his written petition disputed the abnormal billing done leading to accumulation of arrear. He therefore requested before the Forum for replacement of the meter and revision of wrong bills.

On the other hand the opposite party submitted a billing statement concerning to the period from January-February'2001 to August'2024 along with a PVR dt.03.10.2024 and written version dt.04.10.2024. He also requested before the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant records placed before it observed that;

1. The CD of the premises is of 1.5 KW under domestic category.
2. Raising of average basis bills has been started from January'2007 with stuck of meter reading at 3145 Kwh during December'2006 against meter no. WESCO4445.
3. A new meter has been replaced with Sl. No. 362431 during March'2011 and actual bills continued till October'2021.
4. Again provisional and average bills were done from November'2021 to September'2023 in the above meter bearing no. 362431.
5. Further a new meter is seen to have been replaced during 05<sup>th</sup> October'2023 having SL. No. TWSPS1851017 and actual basis bills continued thereafter but with high and abnormal consumption.
6. The power supply is said to have been disconnected on dt.02.09.2024 due to arrear as per written version dt.04.10.2024.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**



Since the Complainant disputed with the accuracy of the meter, the Forum in its speaking order during spot hearing on dt.12.09.2024 directed the opposite party to test the meter, on receipt of prescribed testing fees from the consumer who also agreed with the direction of the Forum. The report was directed to be submitted soon for issue of final order in this regard. However, the report after the meter testing was done and submitted on dt.13.11.2024 i.e. almost after a lapse of two months. The meter status after the testing was found to be ok and within permissible limit.

In this context the Forum fails to understand as to what made the opposite party to test a meter which took almost two months i.e. from dt.12.09.2024 to dt.13.11.2024. certainly it speaks of the slackness of the licensee and deficiency of service for which the Complainant was to watch for the result to such a long time. It is really a sad state of affair and not a conducive attitude to resolve the grievance of a consumer within time. The opposite party is therefore directed to take care of similar issues in future for quick disposal of such cases.

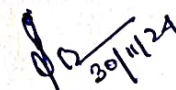
However, since the meter is found to be ok and within the permissible limit, the Complainant is not entitled for any relief and therefore the Forum intends to reject the case. Therefore, this Forum rejects the case and passes order accordingly that;

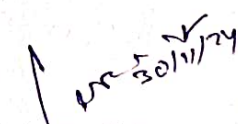


The case is rejected.

Case is disposed off accordingly.

  
**K.S.PADHEE**  
CO-OPTED MEMBER

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

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Arjun Tripathy, At-Talpali, Po-Mahimunda, 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.

The order is also available at TPWODL Web site : [tpwesternodisha.com](http://tpwesternodisha.com) → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

**"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."**