



## 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/ 974<sup>(5)</sup>

Dated, the 30/09/2024

**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/622/2024		
2	Complainant/s	Name & Address Sri Arjun Tripathy, At-Talpali, Po-Mahimunda, Dist-Bolangir	Consumer No 911001024239	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-	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) 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	12.09.2024		
9	Date of Order	30.09.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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/622/2024**

Sri Arjun Tripathy,  
At-Talpali,  
Po-Mahimunda,  
Dist-Bolangir  
Con. No. 911001024239

- **COMPLAINANT**

**-Versus-**

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.30.09.2024)**

During spot hearing at Duspur consumer camp on dt.12.09.2024 the Complainant Sri Arjun Tripathy appeared before the Forum in person and Sri Riazul Hoque, ESO, REC, Bolangir appeared as representative of opposite party i.e. S.D.O (Elect.), No. II TPWODL, Bolangir.

The Complainant bearing consumer no. 911001024239 in his written petition disputed on raising of average basis bills against a LI point despite no use of the deep bore well due to low discharge of ground water since dt.21.08.2018. He therefore requested the Forum to redress his grievance by way of a suitable bill revision. He also enclosed a letter from Asst. Engineer, LI Sub-Division, Bolangir in this regard for reference.

On the other hand the opposite party submitted a billing abstract concerning to the period from February'2019 to August'2024 and thus requested 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 consumer comes under LI category with CD of 2.5 KW.
2. The power supply has been given on dt.23.06.2018 without any meter where average bills have been done till April'2022.
3. However, a meter bearing Sl. No. TPU30083 appears to have been installed on dt.23.03.2024.
4. A letter with certification from the Asst. Engineer, LI Sub-Division has been submitted by the Complainant which states that the deep bore well project is not in operation since dt.21.08.2018, hence waiver of energy charges need to be done.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



5. The Complainant intends to retain power supply to the location on payment of fixed charges if any in this regard.
6. The arrear has gone upto Rs.31332.00ps by month ending August'2024.

In view of the above facts in view the Forum is of the opinion to resolve the issue as per norms of the regulation.

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

The monthly bills from August'2018 (21.08.2018) to date are to be withdrawn. Only MMFC and other statutory charges is to be levied till date.

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 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."**