



# 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/ 932<sup>65</sup>

Dated, the 24/09/2024

**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/636/2024		
2	Complainant/s	Name & Address Sri Satya Narayan Sarangi, At/Po-Desandh, Via-Deogaon, Dist-Bolangir	Consumer No 911524130257	Contact No. 9937721920
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.09.2024		
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) 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	20.09.2024		
9	Date of Order	24.09.2024		
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 Budabahal

**Appeared:**

**For the Complainant** –Sri Satya Narayan Sarangi  
**For the Respondent** –Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/636/2024**

Sri Satya Narayan Sarangi, - **COMPLAINANT**  
At/Po-Desandh,  
Via-Deogaon,  
Dist-Bolangir  
Con. No. 911524130257

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**  
Electrical Sub-Division,  
TPWODL, Tusura



**ORDER**  
**(Dt.24.09.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 3.5 KW. He has disputed about the irregularity about date of meter reading till Sep-2018. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 20.09.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

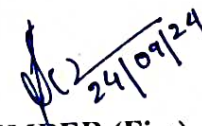
The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he has received inflated bills due to irregular taking of monthly reading till Sep-2018 for which he has billed in higher slab rate. For that, the arrear has been accumulated to ₹ 39,031.23p upto Aug.-2024. The consumer raised dispute against the said period and requested before the Forum for suitable revision of bill.

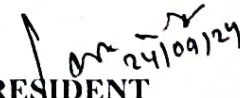
**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Dec.-2007. The billing dispute raised by the complainant for billing in higher slab rate due to delay in taking monthly reading is true in some of the months. Hence, to resolve the consumer grievances, the billing against the same meter should be re-casted.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)  
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PRESIDENT

## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 3.5 KW. The consumer has availed power supply since 27<sup>th</sup> Dec. 2007 and the arrear outstanding upto Aug.-2024 is ₹ 39,031.23p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to irregularity in taking monthly meter reading, he was served with monthly bill in higher slab rate which needs bill revision.

The OP admitted the complaint and submitted that the billing with the meter for the said period having meter no. 060607026 which was installed at the time of power supply and was in operation till Sep-2018 need to be re-casted.

During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 2,311.53p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 39,031.23p upto Aug.-2024.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.


The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was also convinced with the proposed withdrawal amount of ₹ 2,311.53p. Hence, the Forum directed the OP 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.PADHEE  
CO-OPTED MEMBER

  
P.K.SAHOO  
MEMBER (Fin.)

  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Satya Narayan Sarangi, At/Po-Desandh, Via-Deogoan, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."**