



## 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/ 1026

Dated, the 29/10/2024

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/694/2024																																			
2	Complainant/s	Name & Address Sri Jagannath Padhan, At/Po-Budula, Via-Agalpur, Dist-Bolangir		Consumer No 911312051671	Contact No. 7735923749																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	21.10.2024																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td>√</td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">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) 155, 157</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) 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																										
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8	Date(s) of Hearing	21.10.2024																																			
9	Date of Order	29.10.2024																																			
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 Agalpur

**Appeared:**

**For the Complainant** -Sri Jagannath Padhan

**For the Respondent** -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/694/2024**

Sri Jagannath Padhan,  
At/Po-Budula,  
Via-Agalpur,  
Dist-Bolangir  
Con. No. 911312051671

-

**COMPLAINANT**

**-Versus-**

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**OPPOSITE PARTY**

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



**ORDER**

**(Dt.29.10.2024)**

During spot hearing at Agalpur consumer camp on dt.21.10.2024 the Complainant Sri Jagannath Padhan appeared before the Forum in person and Sri Abanikanta Maharana, S.D.O (Elect.), TPWODL, Loisingha appeared as opposite party.

The Complainant bearing consumer no. 911312051671 in his written petition disputed the average billings raised during the period from March'2023 to May'2023. He therefore requested before the Forum to settle up the issue by way of a suitable bill revision.

On the other hand the opposite party submitted a billing statement pertaining to the period from May-June'2019 to September'2024. He admitted to the facts stated by the Complainant and also requested 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 0.5 KW under domestic load having initial power supply being given under Soubhagya Scheme.
2. Actual basis bills were seen to have been done with some intermittent provisional bills being duly adjusted.
3. But average basis bills were done from March'2023 to May'2023 having not being adjusted/ revised as per norms.
4. The defective meter bearing no. 3161258 has been replaced with a new one having Sl. No. TWO204763J during May'2023 i.e. on dt.16.05.2023.
5. The Forum is therefore of the opinion for revision of bills as per norms of the regulation.

The opposite party also admitted the billing dispute for the aforesaid period and initiated the bill revision process on spot observing all departmental guidelines. Accordingly, the monthly

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



bills were recalculated with the consumption and an amount of Rs.803.71ps is to be withdrawn from the arrear outstandings. The Complainant was also convinced with the proposed withdrawal of Rs.803.71ps from the arrear bill.



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

The opposite party is directed to carry out the revision proposal concerning to the period from March'2023 to May'2023 with IMR '06' Kwh (IMR of June'2023) and FMR '068' (CMR of November'2023) with a withdrawal amount of Rs.803.71ps which is to 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 Jagannath Padhan, At/Po-Budula, Via-Agalpur, 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.

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."**