



## 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/

1081

Dated, the 30/11/2024

**Corum:**

Er. Kumuda Bandhu Sahu

Sri Krupasindhu Padhee

- President

- Co-Opted Member

1	Case No.	Complaint Case No. BGR/726/2024																										
2	Complainant/s	Name & Address Sri Chudamani Pande, For Smt. Sabita Pande, At-Mandiapadar, Po-Hirapur, Dist-Bolangir	Consumer No 911212140328	Contact No. 9668390989																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	20.11.2024																										
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) 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	20.11.2024																										
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

PRESIDENT

Place of Hearing: Camp Court at Chhatamakhna

**Appeared:**

For the Complainant -Sri Chudamani Pande  
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/726/2024**

Sri Chudamani Pande,  
For Smt. Sabita Pande,  
At-Mandiapadar,  
Po-Hirapur,  
Dist-Bolangir  
Con. No. 911212140328

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



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

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the erroneous avg bills from Apr-24 to Oct-24 due to meter no mismatch. Actual meter sl no is TWSP51157879 whereas wrongly billed through TWST1732368. 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 : 20.11.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chhatamakhna Section of Sub-division No-II, Bolangir. The consumer represented that he was served with erroneous avg bills from Apr-24 to Oct-24 due to meter no. mismatch. For that abnormal bills, the arrear has been accumulated to ₹ 8640.22 upto Oct-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Dt.24.7.2023. The billing dispute raised by the complainant for the erroneous billing from Apr-2024 to Oct-2024 is a genuine dispute which needs bill revision. This has happened due to wrong tagging of meter no. in the concerned consumer account.

**CO-OPTED MEMBER**

**PRESIDENT**



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

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

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 24<sup>th</sup> July. 2023 and the arrear accumulated to ₹ 8640.22 upto Oct-2024.. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The meter with sl. no. TWSP51157879 has been installed on 15<sup>th</sup> Apr. 2024 but due to wrong tagging of meter number, the consumer has been billed erroneously from Apr-2024 to Oct-2024 which needs bill revision as per actual meter reading.

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 ₹ 5,356.26p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 8,640.22p upto Oct.-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 convinced with the proposed total withdrawal amount of ₹ 5,356.26p. 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

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Chudamani Pande, At-Mandiapadar, Po-Hirapur, 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."**