



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/ 1162⁵

Dated, the 27/12/2024

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/742/2024																										
2	Complainant/s	Name & Address Sri Manoj Kumar Agrawal, At/Po-Tarbha, Dist-Sonepur	Consumer No 915103010267	Contact No. 9337505065																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	05.12.2024																										
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="2">15. Others (Specify) –</td><td></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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8	Date(s) of Hearing	19.12.2024																										
9	Date of Order	27.12.2024																										
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: GRF, Bolangir

Appeared:

For the Complainant - Sri Manoj Kumar Agrawal
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/742/2024

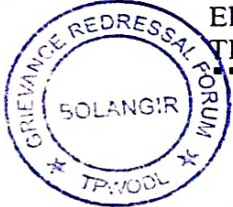
Sri Manoj Kumar Agrawal,
At/Po-Tarbha,
Dist-Sonapur
Con. No. 915103010267

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.27.12.2024)

HISTORY OF THE CASE

The Complainant is a Domestic consumer availing a CD of 2.0 KW availing power supply prior to Apr-1999. He has disputed the Prov/average bills raised from Mar-Apr-2004 to Mar-Apr-2006 and avg bills from July-2013 to Feb 2015. He has submitted his grievances for revision of bill in GRF Office, Bolangir and heard at on Dt.19.12.24. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarva Section of Sonapur Sub-division. The consumer represented that he was served with Prov/average bills raised from Mar-Apr-2004 to Mar-Apr-2006 and avg bills from July-2013 to Feb 2015. For such, the arrear has accumulated to ₹. 69058.66 upto Nov-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

Filed application to ESO, Tarva on Dt.16.03.2023.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant document. On defence, he intimated that the consumer is a Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for Prov/ Avg billing from Mar-Apr-2004 to Mar-Apr-2006 and avg bills from July-2013 to Feb 2015 through meter Sl. No-185878. As the above-stated period bill has not been revised, requested the Forum to 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 Dom. consumer with a CD of 2.0 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding of ₹. 69058.66 upto Nov-2024. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was served with Prov./average bills from Mar-Apr-2004 to Mar-Apr-2006 and avg. bills from July-2013 to Feb 2015 through meter SI No-185878. resulting accumulation of arrear outstanding.
2. The Forum observed that consumer was served with actual billing through same meter for the period June-2006 to Sept 2011 and consumption pattern is more than Avg/Prov billing period.
3. Consumer will not be benefitted for revision of Avg/Prov billing period on the basis of actual consumption through same meter



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 bill revision against the average bill raised from Mar-April-2004 to Mar-Apr-2006 & May-2013 to Feb-2015 has not been considered as there is no financial benefit to the consumer. Hence the Forum dropped the case.

Case is disposed off accordingly.

K.S. PADHIE
CO-OPTED MEMBER

P.K. SAHOO
MEMBER (Fin.)

K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Manoj Kumar Agrawal, At/Po-Tarbha, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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 → 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."