



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/ 1136

Dated, the 26/12/2024

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/771/2024																										
2	Complainant/s	Name & Address Sri Satyadhanu Mahanand, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir	Consumer No 912132020194	Contact No. 8658236483																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	18.12.2024																										
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="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) <u>155, 157</u></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) <u>155, 157</u>	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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6. Others																												
8	Date(s) of Hearing	18.12.2024																										
9	Date of Order	26.12.2024																										
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: Camp Court at Pipalpadar

Appeared:

For the Complainant -Sri Satyadhanu Mahanand
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/771/2024

Sri Satyadhanu Mahanand,
At-Nanajhar, Po-Manigaon,
Via-Titilagarh, Dist-Bolangir
Con. No. 912132020194

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.26.12.2024)

During spot hearing at Pipalpadar consumer camp on dt.18.12.2024 the Complainant Sri Satyadhanu Mahanand appeared before the Forum in person and Sri Binay Kumar Panigrahi, S.D.O (Elect.), TPWODL, Titilagarh also appeared as opposite party.

The Complainant bearing consumer no. 912132020194 in his written petition disputed the average billings done resulting accumulation of a huge arrear. He therefore requested before the Forum for revision of average bills and to reduce the arrear so that he will be able to clear it up.

The opposite party on the other hand submitted a billing abstract pertaining to the period from March'2001 to November'2024 and admitted the facts stated by the Complainant. He therefore 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 1.0 KW under domestic category.
2. The arrear dues has gone up to Rs.90930.12ps by month ending November'2024.
3. There is monthly average bills have been raised for the period from June'2005 to January'2012 against a defective meter bearing no. 1817546.
4. Therefore, the Forum is of the opinion for revision of bills as per OERC regulation.

The opposite party has admitted with the billing dispute for the aforesaid period. During hearing he initiated bill revision process on spot observing all departmental guidelines. Accordingly, the monthly bills have been recalculated with the consumption and a net amount of Rs.3206.41 is to be withdrawn from the arrear outstanding.

The opposite party thus recalculated the bill and the Complainant was convinced with the proposed withdrawal of Rs.3206.41ps.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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

The opposite party was agreed with the billing dispute and revised the bill on spot and the Complainant was also convinced with the proposed withdrawal amount of Rs.3206.41ps. Hence, the Forum directed the opposite party 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* months after receipt of GRF order otherwise it will be treated as non-compliance.



K.S. PADHEE
K.S.PADHEE
CO-OPTED MEMBER

P.K. SAHOO
P.K.SAHOO
MEMBER (Fin.)

K.B. SAHU
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Satyadhanu Mahanand, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."