



## 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/ 1138

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/773/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Umashankar Nag, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir		912132020511	8456963688																								
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 &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	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** -Smt. Umashankar Nag  
**For the Respondent** -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/773/2024**

Smt. Umashankar Nag,  
At-Nanajhar, Po-Manigaon,  
Via-Titilagarh, Dist-Bolangir  
Con. No. 912132020511

**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 Smt. Umashankar Nag 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. 912132020511 in his written petition disputed the abnormal and wrong billings done resulting high amount of arrear. He therefore requested before the Forum to sortout his grievance by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from December'2019 to November'2024. He also requested before the Forum to do the needful as deemed fit in this regard extending necessary financial relief to the Complainant as per regulation.

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 has gone up to the tune of Rs.10038.62 by month ending November'2024.
3. Monthly bills on actual reading basis have already been done except abnormal bill raised in April-2020 with 900 units.
4. The meter with Sl. No. 4043595 does still exists which has been installed from the date of power supply.
5. The bills have subsequently been converted to domestic category from April'2020 with consumption of 900 units during April'2020.
6. The Forum is therefore of the opinion for revision of bills as per regulation 2019.

The opposite party was agreed with the billing complaint and initiated bill revision on spot observing all departmental guidelines. The monthly bills therefore have been recasted from the date of meter installation to i.e. from March'2019 to April'2020 and an amount of Rs.1327.04 is to be withdrawn from the arrear outstanding.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



The opposite party thus recalculated the bill and the Complainant was convinced with the proposed withdrawal of Rs.1327.04ps.

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.1327.04ps. 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 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. Smt. Umashankar Nag, 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](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."**