



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/ 1139^G

Dated, the 26/12/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

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|---|--|--|---|---|-------------|---|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/774/2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Smt. Ahalya Nag, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir | | 912132020524 | 9337318534 | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 15. Others (Specify) – | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 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 -Smt. Ahalya Nag
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/774/2024

Smt. Ahalya Nag,
At-Nanajhar, Po-Manigaon,
Via-Titilagarh, Dist-Bolangir
Con. No. 912132020524

- **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. Ahalya 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. 912132020524 in her written petition disputed the abnormal and wrong billings done in Sept-2021 @ 2560 units leading to accumulation of a huge arrear. She therefore requested before the Forum to resolve her dispute by an appropriate bill revision.

The opposite party on the other hand submitted a billing abstract pertaining to the period from December'2019 to November'2024 and admitted the facts stated by the Complainant in connection with some abnormal/ high billings done in Sept-2021 which needs to be looked upon. He therefore requested before 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 has gone up to Rs.28351.48 by month ending November'2024.
3. Few abnormal bills are seen to have been raised like 450 units and 2560 units during September'2020 and September'2021 respectively.

The Forum is therefore of the opinion for revision of such abnormal bills as per condition of supply regulation 2019.

The opposite party was also agreed with the billing complaint and initiated bill revision process on spot observing departmental guidelines. The monthly bills accordingly have been recasted as per TPWODL guidelines where an amount of Rs.5132.30ps 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 with an withdrawal amount of Rs.5132.30 and the Complainant was convinced with the proposed withdrawal amount.

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.5132.30ps. 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.



[Signature]
K.S.PADHIEE
CO-OPTED MEMBER

[Signature] 26/12/24
P.K.SAHOO
MEMBER (Fin.)

[Signature] 26/12/24
K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Ahalya 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 → 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."