



## 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/ 1140

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/775/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Dhanmati Nag, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir		912132020510	7008735074																								
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. Dhanmati Nag  
**For the Respondent** -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/775/2024**

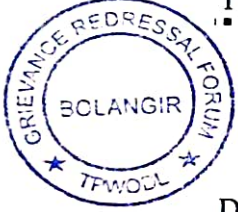
Smt. Dhanmati Nag,  
At-Nanajhar, Po-Manigaon,  
Via-Titilagarh, Dist-Bolangir  
Con. No. 912132020510

- **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. Dhanmati 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. 912132020510 in her written petition disputed the wrong and abnormal billings done leading to accumulation of a huge arrear. She therefore requested before the Forum to sortout her grievance by way of an appropriate bill revision as a token of relief to clear of the dues.

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. He also requested the Forum to do the needful in this regard as deemed fit.

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 monthly bills have been raised on actual reading basis from the beginning excepting few abnormal bills with high consumption.
3. The meter with Sl. No. 4043589 does still exists with ok status.
4. The arrear outstanding has gone up to Rs.20967.35ps by month ending November'2024.

Therefore, the Forum is of the opinion for revision of such wrong bills as per "Conditions of Supply regulation 2019".

The opposite party was also agreed with the billing complaint and initiated revision process on spot observing all departmental guidelines. Accordingly, the monthly bills have been recasted

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



from the date of meter installation and an amount of Rs.2335.00ps is to be withdrawn from the arrear outstanding. The opposite party has further recalculated the bill and the petitioner was also convinced with a the proposed withdrawal of Rs.2335.00ps.

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.2335.00ps. 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. Dhanmati 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."**