



## 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/ 1142

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/777/2024																											
2	Complainant/s	Name & Address Smt. Chandrika Nag, For Sri Beldhar Nag, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir		Consumer No 912132020220	Contact No. 8984905163																								
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. Chandrika Nag  
**For the Respondent** -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/777/2024**

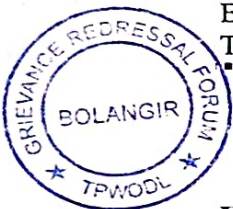
Smt. Chandrika Nag,  
For Sri Beldhar Nag,  
At-Nanajhar, Po-Manigaon,  
Via-Titilagarh, Dist-Bolangir  
Con. No. 912132020220

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.26.12.2024)**

**HISTORY OF THE CASE**

The Complainant is a Domestic. consumer availing a CD of 2.0 KW availing power supply prior to April-1999. She has disputed the average bill raised from Aug-2004 to Oct-2012. She has submitted his grievances for revision of bill in GRF camp at Nanjhar and heard at spot. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 18.12.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Titilagarh II Section of Sub-division No-I, Titilagarh. The consumer represented that he was served with average bills from Aug-2004 to Oct-2012 on the basis of negative reading, although meter was running and actual billing started from Nov-2012. For such, the arrear has accumulated to ₹.41673.5p upto Nov-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP participated in GRF Camp with relevant document. He intimated that the consumer is a Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average bills from Aug-2004 to Oct-2012 is due to negative reading of meter no- 1903446. As the above-stated period bill has not revised, bill revision is needed as per actual meter reading.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and 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 April-1999 and the arrear outstanding to ₹.41673.5p upto Nov-2024. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to negative meter reading, the consumer was served with average bills from Aug-2004 to Oct-2012, resulting accumulation of arrear outstanding.
2. Meter reading was corrected in OCT-2012 with CMR '2469' and thereafter actual billing has done.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of meter.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under OERC Distribution Code-2019 to redress the consumer grievances.



During the course of hearing, the opposite party admitted with the billing complaints and initiated bill revision on spot observing departmental guidelines. Accordingly, the monthly bill has been re-calculated with the consumption and an amount of Rs.7723.08ps is to be withdrawn from the arrear outstanding.

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 OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 7723.08p. Hence, the Forum directed the OP 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. Chandrika Nag, C/o-Sri Beldhar 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."**