



## 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/ 1143<sup>5</sup>

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/778/2024																											
2	Complainant/s	Name & Address Sri Sanartan Nag, For Sri Jina Nag, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir		Consumer No 912132020516	Contact No. 7848918412																								
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** -Sri Sanartan Nag

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

**Complaint Case No. BGR/778/2024**

Sri Sanartan Nag,  
For Sri Jina Nag,  
At-Nanajhar, Po-Manigaon,  
Via-Titilagarh, Dist-Bolangir  
Con. No. 9121320200516

- **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 1.0 KW availing power supply since Dt. 14/03/2019. He has disputed nonlinear billings due to wrong meter readings from date of supply upto Aug-2022. He 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 bills with wrong meter readings from date of supply upto Aug-2022, although meter was running OK which might be attributed due to suppressed readings by meter readers. For such, the arrear has accumulated to ₹. 8400.88 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 appeared in GRF Camp with relevant document. He intimated that the consumer is a Domestic consumer availing power supply since Dt. 14/03/2019. The billing dispute raised by the complainant for the wrong billings from date of supply to Aug-2022 is due to erratic & suppressed readings by meter readers on meter no-4039009 and agreed for revision by way of recasting. As the above-stated period bill has not revised, bill revision is needed by recasting of meter reading.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

Page 2 of 3

**PRESIDENT**



Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a Dom consumer with a CD of 1.0 KW. The consumer has availed power supply since Dt.14.03.2019 and the arrear outstanding to Rs. 8400.88 upto Nov-2024. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was served bills with wrong meter readings from date of supply upto Aug-2022 although meter was running OK resulting accumulation of arrear outstanding.
2. Meter reading was corrected in Aug-2022 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 by way of of recasting of meter reading on Aug-2022.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during wrong meter reading period needs bill revision under CI-155 & 157 of 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.1976.06ps 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 ₹ 1976.06p. 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.PADHIE**  
CO-OPTED MEMBER

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Sanartan 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."**