

# GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)



Memo No. GRF/BGR/Order/ 267

Dated, the 28/02/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/102/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Pradeep Kumar Mishra, For Late Dipoyan Mishra, At/Po-Sargaj, Dist-Sonepur		915103070123	8658492972
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	05.02.2024			
5	In the matter of-	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) –			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	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			
8	Date(s) of Hearing	05.02.2024			
9	Date of Order	28.02.2024			
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 Dubula

**Appeared:**

**For the Complainant** -Sri Pradeep Kumar Mishra  
**For the Respondent** -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/102/2024**

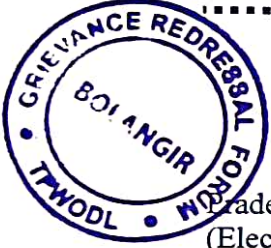
Sri Pradeep Kumar Mishra,  
For Late Dipoyan Mishra,  
At/Po-Sargaj,  
Dist-Sonapur  
Con. No. 915103070123

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.28.02.2024)**

During spot hearing at Dubula consumer camp on dt.05.02.2024 the Complainant Sri Pradeep Kumar Mishra appeared before the Forum in person and Sri Bibekananda Dikshit, S.D.O (Elect.), TPWODL, Sonapur also appeared as opposite party.

The Complainant bearing consumer no. 915103070123 disputed the bills raised on GP tariff although the power supply is being utilised in domestic purpose. He therefore requested before the Forum to look into his grievance and settle it by a suitable bill revision.

The opposite party on the otherhand submitted a billing abstract concerning to the period from January-February'2001 to January'2024 and also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through the records placed before it, observed that;

- 1) Power supply is seen to have been without any meter during the period from January'2001 to December'2002.
- 2) A meter with Sl. N o. 150625 appears to be in use during the period from January'2003 to February'2004.
- 3) Thereafter the above meter has been replaced with a new one having Sl. No. 1861201 with average basis bill till October'2015.
- 4) An another meter bearing no. WCG22394 is seen to be replaced and in use since November-December'2015 to todate which is running ok.
- 5) The bills have been raised on GP tariff from November-December'2017.

The Forum during hearing advised the opposite party to produce necessary certification for change of tariff/ category to which he did not pay any heed at all, for that the Forum feels that the power supply is being utilised for domestic purpose from Complainant's version during hearing.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.


The energy bills from March'2024 is to be raised under domestic category safter observing all departmental guidelines.

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. Sri Pradeep Kumar Mishra, At/Po-Sargaj, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"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."**