

# 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/ 268<sup>51</sup>

Dated, the 28/02/2024

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

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



1	Case No.	Complaint Case No. BGR/106/2024		
2	Complainant/s	Name & Address Sri Satyanarayan Bag, At/Po-Ankriapadar, Via-R.College, Dist-Sonepur	Consumer No 915103053114	Contact No. 63704888677
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 Tarbha

**Appeared:**

**For the Complainant** -Sri Satyanarayan Bag  
**For the Respondent** -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/106/2024**

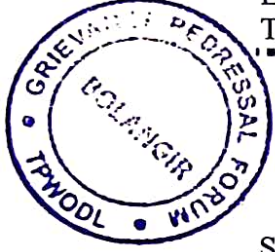
Sri Satyanarayan Bag,  
At/Po-Ankriapadar,  
Via-R.College,  
Dist-Sonapur  
Con. No. 915103053114

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



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

During spot hearing at Tarbha consumer camp on dt.05.02.2024 the Complainant Sri Satyanarayan Bag 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. 915103053114 disputed;

- 1) The wrong and abnormal high consumption billing done during November'2022 leading to a huge arrear and subsequently provisional and average bill till July'2023.
- 2) Bills have also been raised without providing power supply to the premises concern.
- 3) Actual power supply has been given during August'2023.

He therefore requested before the Forum for revision of wrong bills and for withdrawal of fake bills raised prior to actual date of power supply.

The opposite party on the other hand submitted a billing abstract concerning to the period from December-January'2021 to January'2024 which reveals that;

- 1) As per billing data, power supply to the consumer has given on 28<sup>th</sup> November'2018. Provisional and abnormal bills have been raised from August-September'2021 to August'2023 against meter no.424058 with an abnormal bill for 15664 units during November'2022.
- 2) A new meter is seen to have been replaced against the above defective one on dt.23.08.2023 having SL. No. TWSP1088322.

The Forum is therefore of the opinion for revision of such wrong and abnormal bills leading to a huge arrear.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

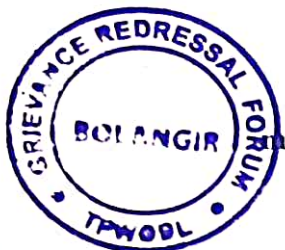


Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The monthly bills from August-September'2021 to July'2023 (restricted to two years) are to be revised as per regulation after obtaining average consumption of subsequent six months of the new meter with IMR '0' (IMR on dt.23.08.2023) and FMR of February'2024.

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 Satyanarayan Bag, At/Po-Ankriapadar, Via-R.College, 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."**