

## 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/ 67<sup>B</sup>

Dated, the 25/01/2024

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

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

1	Case No.	Complaint Case No. 1176/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Premananda Bariha, At-Sanuden, Po-Padiabahal, Dist-Bolangir		912314100138	9937323940
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	08.12.2023			
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)			
		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	08.12.2023			
9	Date of Order	25.01.2024			
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 Juria

**Appeared:**

**For the Complainant** –Sri Premananda Bariha  
**For the Respondent** –Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. 1176/2023**

Sri Premananda Bariha,  
At-Sanuden,  
Po-Padiabahal,  
Dist-Bolangir  
Con. No. 912314100138

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.25.01.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. Consumer. He has disputed about the wrong billing (period not mentioned). He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case heard in detail.

**PROCEEDING OF HEARING DATED: 08.12.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khaprakhol Section of Patnagarh Sub-division. The consumer represented that he was served with wrong billing (period not mentioned). 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 before the Forum and stated that the consumer no. provided by the complainant is not correct and hence no record is available.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

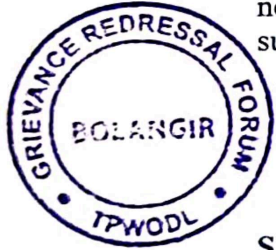
**FINDINGS AND ANALYSIS OF THE FORUM**

From the application of the complainant and submission of OP, it is observed that the consumer no. provided by the complainant is not correct and hence no data is available. It is the prime responsibility of the complainant to provide proper consumer no. with the dispute in details but in the above case, due to wrong consumer number, the case does not bear merit.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**




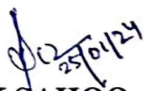


In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The consumer number submitted by the complainant is not correct and hence the present case is dropped.

Case is disposed off accordingly.

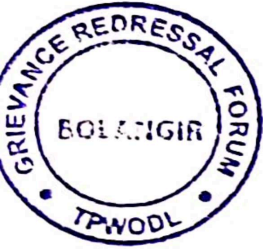
  
**K.S.PADHEE**  
CO-OPTED MEMBER

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

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Premananda Bariha, At-Sanuden, Po-Padiabahal, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."