

# GRIEVANCE REDRESSAL FORUM, BOLANGIR

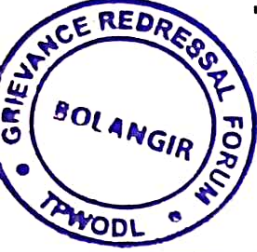
(Infront of Children's Park),

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/ 277<sup>59</sup>

Dated, the 28/02/2024

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/179/2024		
2	Complainant/s	Name & Address Sri Kaibalya Padhan, At-Adal, Po-Khandahata, Via-Subalaya, Dist-Sonepur	Consumer No 915203060180	Contact No. 9178955231
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	20.02.2024		
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	20.02.2024		
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 Subalaya

**Appeared:**

**For the Complainant** -Sri Kaibalya Padhan  
**For the Respondent** -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/179/2024**

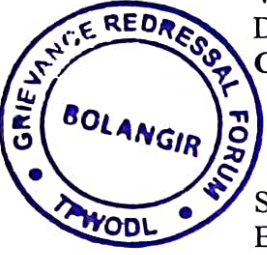
Sri Kaibalya Padhan,  
At-Adal,  
Po-Khandahata,  
Via-Subalaya,  
Dist-Sonepur  
Con. No. 915203060180

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

- **OPPOSITE PARTY**



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

During spot hearing at Subalaya consumer camp on dt.20.02.2024 the Complainant Sri Kaibalya Padhan appeared before the Forum in person and Sri Soumya Ranjan Das, S.D.O (Elect.), TPWODL, B.M.Pur also appeared as opposite party.

The Complainant bearing consumer no. 915203060180 disputed the average billings done leading to accumulation of arrear. He therefore requested before the Forum to look into his grievance and sort it out by way of an appropriate bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from January'2005 to January'2024 which indicates that;

1. Bills on actual meter reading have been done from the date of power supply i.e. from January'2015 to November'2014 and thereafter average bills from December-January'2015 to May'2023.
2. A new meter with Sl. No. TWO2064374 has been replaced on dt.03.03.2023 but due to meter protocol delay, it has reflected on June'2023 with CMR 192 which is continuing till today with ok status.

He also requested the Forum to do the needful as deemed fit in this regard.

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

1. The new meter appears to have been installed on dt.03.03.2023.
2. Average basis bills have actually been raised from December'2014 to February'2023.
3. Delay meter updation revision has been done by opposite party in July'2023 with credit of Rs.1732.14.

CO-OPTED MEMBER

MEMBER (Fin.)  
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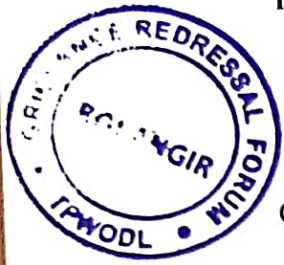
PRESIDENT

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

The energy bills raised to the consumer from March'2021 to February'2023 are to be revised as per succeeding consumption of new meter considering IMR '0' (IMR on dt.03.03.2023) and FMR '374' (CMR of September'2023).

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 Kaibalya Padhan, At-Adal, Po-Khandahata, Via-Subalaya, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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."