



## 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/ 389<sup>51</sup>

Dated, the 28/03/2024

**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/61/2024		
2	Complainant/s	Name & Address Sri Danda Bagarty, For Sri Dubari Podh, At/Po-Bijepur, Via-Titilagarh, Dist-Bolangir	Consumer No 912001031729	Contact No. 8658358475
3	Respondent/s	Name EE, TED, TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	18.01.2024		
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	15.02.2024	16.03.2024	
9	Date of Order	28.03.2024		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant - ABSENT  
For the Respondent - Sri Kailash Ch. Swain, DM (F&C) (Auth. Representative)

**Complaint Case No. BGR/61/2024**

Sri Danda Bagarty,  
For Sri Dubari Podh,  
At/Po-Bijepur,  
Via-Titilagarh,  
Dist-Bolangir  
Con. No. 912001031729

- COMPLAINANT

-Versus-

Executive Engineer,  
Titilagarh Electrical Division,  
TPWODL, Titilagarh

- OPPOSITE PARTY



**ORDER**  
**(Dt.28.03.2024)**

During on dt.16.03.2024 the Complainant Sri Danda Bagarty did not appear before the Forum whereas Sri Kailash Chandra Swain, DM (F&C), TPWODL, TED, Titilagarh appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 912001031729 in his written petition during a camp held at 'Belgaon' under Sainitala Sub-Division on dt.18.01.2024 stated that an abnormal high billing has been raised for a new meter was installed during January'2023 since earlier no meter was provided in the premises concerned. He however requested the Forum to sortout his grievance by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from April'2018 to January'2024 along with a PVR supported by a written version dt.12.02.2024 which reveals that;

1. The CD of the consumer is of 7.5 KW under Irrigation category.
2. As per FG database, the consumer was being billed under provisional and average basis since the date of power supply as there was no meter installed in the consumer's premises.
3. A new smart meter bearing no. 10052716 has been installed on dt.21.10.2023 with CMR of 1303 Kwh but with a billing of 13304 Kwh having final meter reading of the old meter of 12130 units.
4. As per PVR dt.12.02.2024 the existing meter is with ok status having CMR 4201 Kwh.

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

1. Provisional bills prior to September-October'2023 do not appear to have been adjusted due to change of meter.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT

2. The CMR of the old meter is seen to be 12130 units where there was no meter in the premises.
3. Previous bills from the date of power supply to October'2023 is found to be erroneous.

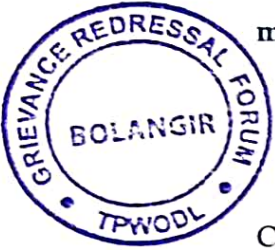
The Forum therefore advised the opposite party for revision of bills who initiated it instantly on spot as per departmental guidelines. The calculated withdrawal amount is assessed to be Rs.18596.69ps out of the closing balance of Rs.22847.43ps. The net recoverable amount stands for Rs.4250.74ps.

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

The Forum directed the opposite party to proceed with the revision and further directed to finalise it immediately to be reflected in the bill of March'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 Danda Bagarty, At/Po-Bijepur, Via-Titilagarh, Dist-Bolangir.
2. Executive Engineer, Titilagarh Electrical 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.

"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."