



## 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/ 636

Dated, the 11/06/2024

**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/395/2024		
2	Complainant/s	Name & Address Sri Nabin Majhi, At-Bharuapali, Po-Sarmuhan, Via-Belpada, Dist-Bolangir	Consumer No 912001022700	Contact No. 8658672995
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	03.06.2024		
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	03.06.2024		
9	Date of Order	11.06.2024		
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 Kanut

**Appeared:**

For the Complainant -Sri Nabin Majhi  
For the Respondent -Sri Kailash Ch. Swain, DFM, TED, Titilagarh (Auth. Rep.)

**Complaint Case No. BGR/395/2024**

Sri Nabin Majhi,  
At-Bharuapali,  
Po-Sarmuhan,  
Via-Belpada,  
Dist-Bolangir  
Con. No. 912001022700

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.11.06.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Lift Irr. consumer availing a CD of 2.5 KW. He has disputed about the erroneous and inflated bill raised in Feb.-2022 with 3241 units and subsequently till Mar-2023. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 03.06.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

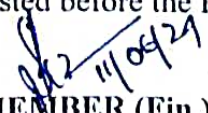
The complainant is a consumer under Belapada section of Patnagarh Sub-division. The consumer represented that he was served with erroneous & inflated bill from Feb-2022 to Mar-2023 though meter has been replaced in Feb-2022. Thereafter, the monthly bill has no dispute. For that erroneous bills, the arrear has accumulated to ₹. 33,508.75p upto Apr.-2024. 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 without relevant records. On defence, he intimated that the consumer is a LT-Lift Irr. consumer availing power supply since Jul-2017. The billing dispute raised by the complainant for the erroneous billing from Feb-2022 to Mar-2023 needs recast of meter reading as the same meter is continuing.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)  
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PRESIDENT

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Lift Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 26<sup>th</sup> Jul. 2017 and the arrear outstanding upto Apr.-2024 is ₹. 33,508.75p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to inflated billing from Feb-2022 to Mar-2023, the consumer has raised dispute and represented before the Forum for revision of bill. From the billing ledger, it is found that a new meter with sl. No. TPU019250 has been installed on 12<sup>th</sup> Feb. 2022 and is continuing till date.
2. The OP agreed with the complaint and agreed for bill revision through recasting as the same meter is continuing.
3. During the course of hearing, the OP has initiated the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. 4,949.55p is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 33,508.75p upto Apr.-2024.




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 OP has recasted the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 4,949.55p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.

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.S. SHOO  
MEMBER (Fin.)

  
K.B. SAHU  
PRESIDENT

Copy to: -

1. Sri Nabin Majhi, At-Bharuapali, Po-Sarmuhan, Via-Belpada, 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."**