



# 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/ 753

Dated, the 31/07/2024

**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/446/2024		
2	Complainant/s	Name & Address Sri Meghanad Bariha, At-Benekera, Po-Khaprakhhol, Dist-Bolangir	Consumer No 912001032143	Contact No. 9777393578
3	Respondent/s	Name (1) S.D.O (Elect.), TPWODL, Patnagarh (2) EE, TED, TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	11.07.2024		
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	30.07.2024		
9	Date of Order	31.07.2024		
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: GRF, Bolangir

**Appeared:**

**For the Complainant** - Sri Meghanad Bariha  
**For the Respondent** - Sri Smarak Panigrahi, Accountant (Auth. Representative)  
Sri Kailash Ch. Swain, DFM (Auth. Representative)

**Complaint Case No. BGR/446/2024**

Sri Meghanad Bariha,  
At-Benekera,  
Po-Khaprakhol,  
Dist-Bolangir  
Con. No. 912001032143

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Patnagarh  
EE, TED, TPWODL, Titilagarh

**OPPOSITE PARTY**

**ORDER**

**(Dt.31.07.2024)**

During hearing on dt.30.07.2024 the Complainant Sri Meghanad Bariha appeared before the Forum in person whereas Sri Kailash Chandra Swain, DFM, TED, Titilagarh & Sri Smarak Panigrahi, Accountant, Electrical Sub-Division, TPWODL, Patnagarh appeared as authorised representative of opposite parties.

The Complainant bearing consumer no. 912001032143 in his written petition disputed wrong billing done in respect of his LI point at Village Dhandamunda under Khaprakhol Section of Patnagarh Sub-Division and requested for necessary bill revision.

The opposite party in his written version dt.29.07.2024 along with a billing abstract and PVR dt.25.07.2024 stated that;

1. The CD of the premises is 9.5 KW under Irrigation, pumping & agriculture tariff.
2. The consumer was being billed on average basis since the date of power supply i.e. dt.31.03.2016 to October'2023 with 1026 unit per month.
3. A new tested meter was installed on dt.18.11.2023 and there after the billing continued on actual meter reading from November'2023.
4. The provisional billing was thus withdrawn pertaining to the period from December'2023 to May'2024 for Rs.20238.92 during July'2024.
5. At present since the point not in use, 'zero' unit billing is being done.
6. The bill revision on average billing period from dt.31.03.2016 to November'2023 is under active process by taking IMR '0' as on dt.18.11.2023 and CMR '3220' on May'2024 but no advance consumption is noticed.
7. The CMR '3856' Kwh as on dt.25.07.2024 is found to be ok as per PVR enclosed.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

He therefore requested to pass necessary order as deemed fit in this regard.

The Forum after due scrutiny of all the records with the written version in detail submitted by the opposite party is of the opinion for revision of bill by taking IMR '0' (IMR on dt.18.11.2023) and FMR of the current month i.e. July'2024.

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

The billing from November'2021 to October'2023 are to be revised by taking IMR '0' (IMR dt.18.11.2023) and FMR of July'2024 as per regulation 155 & 157 of OERC Distribution (Conditions of Supply) Code 2019.

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 Meghanad Bariha, At-Benkera, Po-Khaprakhhol, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. Executive Engineer, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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."**