



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/ 11

Dated, the 09/01/2025

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/05/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Haribhakta Patel, At-Jharmunda, Po-Pardhiapali, Via-Loisingha, Dist-Bolangir	911001020880	9938863732	
3	Respondent/s	Name (1) S.D.O (Elect.), TPWODL, Loisingha (2) EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	07.01.2025			
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	07.01.2025			
9	Date of Order	09.01.2025			
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 Agalpur

Appeared:

For the Complainant -Sri Haribhakta Patel
For the Respondent -Sri Abani Kanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/05/2025

Sri Haribhakta Patel,
At-Jharmunda,
Po-Pardhiapali,
Via-Loisingha,
Dist-Bolangir
Con. No. 911001020880

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Loisingha
BE, BED, TPWODL, Bolangir

- OPPOSITE PARTY

ORDER

(Dt.09.01.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Haribhakta Patel who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about the provisional bill raised from the date of supply to Jan.-2024. He has filed 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 : 07.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he was served with provisional bills from the date of power supply to Jan.-2024. For that provisional bill, the arrear amount has been accumulated to ₹ 18,454.62p upto Nov.-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 with relevant records. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Apr.-2013. The billing dispute raised by the complainant for the provisional billing from the date of power supply to Jan-2024 was due to non-availability of meter reading in his premises. As a new meter has been replaced on 08th Feb. 2024 with meter sl. no. TWSC59008815, the provisional bills raised earlier has not been adjusted which needs to be revised. As the above-stated average billing period bill has not been revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 02nd Apr. 2013 and total outstanding upto Nov.-2024 is ₹ 18,454.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter reading from the date of power supply i.e. 02nd Apr. 2013 to Jan-2024 which violates OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
2. The OP admitted the complaint and submitted that a new meter with sl. no. TWSC59008815 has been installed on 08th Feb. 2024, thereafter actual billing has been done. As the meter was changed, the provisional billing done from the date of supply to Jan-2024 has not been adjusted in the billing which needs bill revision. Due to billing with provisional status, the arrear outstanding has been accumulated.
3. During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 13,000.41p is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 18,454.62p upto Nov.-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.

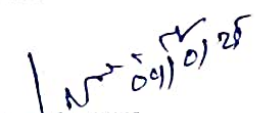
The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 13,000.41p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Haribhakata Patel, At-Jharmunda, Po-Pardhiapali, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
4. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."