



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/ 130

Dated, the 20/02/2025

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/104/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Bishi Gahir, At-Phulkani, Po-Salandi, Via-Belpada, Dist-Bolangir	912001023485	9938454019																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	18.02.2025																										
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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8	Date(s) of Hearing	18.02.2025																										
9	Date of Order	20.02.2025																										
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 Jhulenbar



Appeared:

For the Complainant

–Sri Bishi Gahir

For the Respondent

–Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/104/2025

Sri Bishi Gahir,
At-Phulkani, Po-Salandi,
Via-Belpada, Dist-Bolangir
Con. No. 912001023485

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.20.02.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bishi Gahir who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about the energy bill raised for the period 2020 to 2024 for non-utilisation of electricity. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.02.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The complainant represented that he was served with false bills from the year 2020 to 2024 as the irrigation point was not in use. For that, the total outstanding arrear has been accumulated to ₹ 44,259.32p upto Jan.-2025. 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 record. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since May-2018. The billing dispute raised by the complainant for the non-utilisation of irrigation point for the year 2020 to 2024 has no base. Rather, the consumer has made payment of energy bill in two occasion. Hence, the claim for waiver of energy bill from 2020 to 2024 should not to be considered. There is erroneous billing from Apr-2022 to Jul-2024 as provisional & average bill which needs bill revision as per average consumption of new meter.

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.)

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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 16th May 2018 and total outstanding upto Jan.-2025 is ₹ 44,259.32p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, false bills have been served during his non-utilisation of irrigation point from the year 2020 to 2024.

The OP submitted that the non-utilisation period claimed by the complainant has not based on facts rather the consumer has paid energy bill in two occasions. Hence, the complaint of the complainant should be rejected.

The Forum analysed the documents submitted by both the parties and found that the claim of the complainant has not based on document. The Forum during the course of hearing directed the complainant to submit any documentary evidence in support of non-utilisation period but the complainant fails to produce any documentary evidence. Hence, the Forum realised that the claim of the complainant is not based on facts and has no base.

2. During the course of hearing, the OP submitted that provisional and average billing was done from Apr-2022 to Jul-2024 due to meter defective and a new meter has been installed with meter no. TWSC59034764 on 08th Aug. 2024 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two years. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 44,259.32p upto Jan.-2025.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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.

1. The energy bills raised to the consumer from Aug.-2022 to Jul.-2024 (restricted to two year) is to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (08.08.2024) & FMR of Feb.-2025 under CI-155 & 157 of OERC Distribution Code 2019.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within two months 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 Bishi Gahir, At-Phulkani, Po-Salandi, 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.

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."