



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/

209⁵

Dated, the

18/02/2025

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/169/2025																																											
2	Complainant/s	Name & Address Sri Binod Kumar Gupta, For Sri Ramwatar Bhagat, At-Baidupali, Po-Cherupali, Dist-Sonepur		Consumer No 915302041523	Contact No. 9861957160																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																																									
4	Date of Application	13.03.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td>15. Others (Specify) –</td><td colspan="4"></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) –				
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	<table><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																																		
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	13.03.2025																																											
9	Date of Order	18.03.2025																																											
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 Cherupali

Appeared:

For the Complainant
For the Respondent

–Sri Binod Kumar Gupta
–Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/169/2025

Sri Binod Kumar Gupta,
For Sri Ramwatar Bhagat,
At-Baidupali, Po-Cherupali,
Dist-Sonepur
Con. No. 915302041523

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.18.03.2025)

Shri Binod Kumar Gupta who is a LT-Dom. consumer availing a CD of 3 KW. He has disputed about the average bill raised from Jul-2023 to Aug-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 : 13.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The complainant represented that he was served with average bill from Jul-2023 to Aug-2024 due to meter defective. For that, the total outstanding arrear has been accumulated to ₹ 12,973.92p 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-Dom. consumer availing power supply since May-2022. The billing dispute raised by the complainant for the average billing from Jul-2023 to Aug-2024 was due to meter defective for that period. A new meter with sl. no. TWB322830 has been installed on 17th Sep. 2024, thereafter actual billing has been done. As the above-stated period bill has not 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 (Fm.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3 KW. The consumer has availed power supply since 15th May 2022 and total outstanding upto Jan.-2025 is ₹ 12,973.92p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Jul-2023 to Aug-2024 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB322830 on 17th Sep. 2024 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter in obedience to OERC Regulation.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one year. 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.


2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 12,973.92p upto Jan.-2025.
3. 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 Jul-2023 to Aug-2024 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (17.09.2024) & FMR of Mar-2025 under CI-155 & 157 of OERC Distribution Code 2019.
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 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 Binod Kumar Gupta, At-Baidupali, Po-Cherupali, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."