



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/

223

Dated, the

25/03/2025

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/178/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ranjit Rana, For Sri Kalyan Rana, At/Po-Malamunda, Dist-Bolangir		911225230277	- -																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	19.03.2025																											
5	In the matter of-	<table><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><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	19.03.2025																											
9	Date of Order	25.03.2025																											
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 Malamunda



Appeared:

For the Complainant
For the Respondent

–Sri Ranjit Rana
–Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/178/2025

Sri Ranjit Rana,
For Sri Kalyan Rana,
At/Po-Malamunda,
Dist-Bolangir
Con. No. 911225230277

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER
(Dt.25.03.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Ranjit Rana who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the erroneous and average billing from Nov-2021 to May-2023. 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 : 19.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Bolangir-II Sub-division. The complainant represented that he has been served with erroneous bill & subsequently average bills from Nov-2021 to May-2023. For that disputed bill, the total outstanding has been accumulated to ₹ 36,044.34p upto Feb.-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-Domestic consumer availing power supply since Aug-2015. The billing dispute raised by the complainant for the erroneous billing from Nov-2021 to Jan-2023 is a genuine dispute. Also, average billing done from Feb-2023 to May-2023 was due to meter defective for that period. A new meter with sl. no. 300086116 has been installed on 13th Jun. 2023 against that defective meter, thereafter actual billing has been done.

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-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 27th Aug. 2015 and total outstanding upto Feb.-2025 is ₹ 36,044.34p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract supported with FG billing, the consumer was billed with abnormal consumption from Nov-2021 to Jan-2022, again from Jun-2022 to Jan-2023. In the next month, the said meter with sl. No. WCG16753 became defective. The OP has been replaced the defective meter with a new meter with meter no. 300086116 on 13th Jun. 2023, thereafter actual billing is going on. The monthly consumption pattern as well as comparison pattern stated below,

MONTH	YEAR : 2021	YEAR : 2022	YEAR : 2023	YEAR : 2024
JAN	67	143	170	54
FEB	40	37	383	61
MAR	47	37	326	109
APR	51	34	293	94
MAY	49	74	360	119
JUN	65	752	125	86
JUL	124	425	69	75
AUG	210	1117	71	82
SEP	67	749	70	78
OCT	159	694	79	92
NOV	686	392	64	48
DEC	523	451	45	51

There is no meter photo is available with FG and also the OP is unable to produce the old meter details / meter replacement protocol sheet. It is seen that the post consumption after meter replacement is also less. In this regard, the unit consumption from Nov-2021 to May-2023 though generated on actual basis but the meter accuracy is in doubt. Hence, the Forum declares the meter (sl. no. : WCG16753) is defective and to be revised as per consumption of new meter.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 36,044.34p upto Feb.-2025.

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 Nov-2021 to May-2023 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (13.06.2023) & FMR : 478 (Dec.-2023) 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.

CO-OPTED MEMBER

MEMBER (Fin.)


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PRESIDENT



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. PADIHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Ranjit Rana, At/Po-Malamunda, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."