



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/ 225

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/180/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Rabindra Naik, For Sri Dharau Kumar Naik, At/Po-Gaintala, Dist-Bolangir		911225040016	8280917346																								
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) –		
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) <u>155, 157</u></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) <u>155, 157</u>	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) <u>155, 157</u>																													
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	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 -Sri Rabindra Naik
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/180/2025

Sri Rabindra Naik,
For Sri Dharau Kumar Naik,
At/Po-Gaintala,
Dist-Bolangir
Con. No. 911225040016

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 Rabindra Naik who is a LT-Dom. consumer availing a CD of 2.5 KW. He has disputed about the erroneous bills raised during Jan-Feb/2001 to Jul-Aug/2004 & Jan-2015 to Mar-2016 where the meter was in running condition. 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 Balangir-II Sub-division. The consumer represented that he has been served with erroneous bills during Jan-Feb/2001 to Jul-Aug/2004 & Jan-2015 to Mar-2016 where the meter was running. For that, the total outstanding has been accumulated to ₹ 32,501.84p 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 prior to Apr-1999. The billing dispute raised by the complainant for the erroneous billing from Jan-Feb/2001 to Jul-Aug/2002 & Jan-2015 to Mar-2016 is a genuine dispute. During the said disputed period, the meter was running but due to erroneous meter status punched by the concerned meter reader, the consumer was billed on average basis. As the above-stated 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.)

Page 2 of 4

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Feb.-2025 is ₹ 32,501.84p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done from Jan-Feb/2001 to Jul-Aug/2004 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in the above-stated period, the consumer was billed with average basis in stead of meter reading basis. The meter status has been rectified in Sep.-2004 with CMR : 1051. Thereafter actual billing has done. The defective billing period needs bill revision as per actual consumption of the meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than three year where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

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 ₹ 14,934.80p is to be withdrawn from the arrear outstanding.

2. The consumer also represented that erroneous billing has been done from Jan-2015 to Mar-2016 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in the above-stated period, the consumer was billed with average basis in stead of meter reading basis. The meter status has been rectified in Apr-2016 with CMR : 12127. Thereafter actual billing has done. The defective billing period needs bill revision as per actual consumption of the meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than one year where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in resolve the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

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 ₹ 8,313.89p is to be withdrawn from the arrear outstanding.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT




3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 32,501.84p 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.

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 ₹ 23,248.69p (₹ 14,934.80p + ₹ 8,313.89p). 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 Rabindra Naik, At/Po-Gaintala, Dist-Bolangir-767001.
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."