

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/ 310⁶

Dated, the 22/04/2025

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/218/2025																										
2	Complainant/s	Name & Address Sri Kartika Harpal, At/Po-Salepali, Via-Jarasingha, Dist-Bolangir	Consumer No 911524030321	Contact No. 8455053930																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.04.2025																										
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	18.04.2025																										
9	Date of Order	22.04.2025																										
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: GRF, Bolangir

Appeared:

For the Complainant

–Sri Kartika Harpal

For the Respondent

–Sri Srikanta Satpathy, AFM, BED, Bolangir (Representative)

Complaint Case No. BGR/218/2025

Sri Kartika Harpal,
At/Po-Salepali, Via-Jarasingha,
Dist-Bolangir
Con. No. 911524030321

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.22.04.2025)

The consumer was appealed before the Forum for revision of bill. Accordingly, hearing date has been fixed on 18th Apr. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Kartika Harpal who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the provisional & average bill raised previously. 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 : 18.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The complainant represented that he has been served with provisional & average bills previously. For that disputed bill, the total outstanding has been accumulated to ₹ 1,28,607.93p upto Mar.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

1. Letter dated 08.06.2023 addressed to Commercial JE.
2. Letter dated 15.03.2012 addressed to SDO-Tusura.
- 3.

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 Mar.-2007. The billing dispute

CO-OPTED MEMBER

MEMBER (FM.)

PRESIDENT

raised by the complainant for the provisional & average billing is a genuine dispute. The consumer was billed with provisional & average billing from Jan-2012 to Dec-2012 and from May-2013 to Jul-2016 due to meter defective for that period. A new meter with sl. no. WUV14117 has been installed during Jul-2016 against that defective meter, thereafter actual billing has been done. 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.

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 24th Mar. 2007 and total outstanding upto Mar.-2025 is ₹ 1,28,607.93p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, he was served with provisional & average bill for which the arrear outstanding has been accumulated which needs bill revision.

The OP admitted the complaint and submitted that the consumer was served with average bill from Jan-2012 to Jul-2016 with intermittent actual meter reading for four months. The defective meter has been replaced with a new meter during Jul-2016 with meter no. WUV14117 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 four 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.

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 ₹ 43,989.48p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,28,607.93p upto Mar.-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 ₹ 43,989.48p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

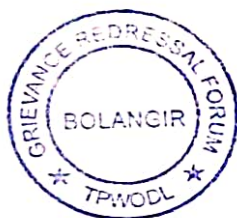
Case is disposed off accordingly.

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. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Kartika Harpal, At/Po-Salepali, Via-Jarasingha, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."