



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/ 2760

Dated, the 17/01/2025

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/22/2025																											
2	Complainant/s	Name & Address Sri Purusottam Meher, For Sri Parsuram Meher, At-Salepali, Po-Dameipali, Via-Patnagarh, Dist-Bolangir		Consumer No 912001020502	Contact No. 9668054414																								
3	Respondent/s	Name (1) S.D.O (Elect.), TPWODL, Patnagarh (2) EE, TED, TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	10.01.2025																											
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	10.01.2025																											
9	Date of Order	17.01.2025																											
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 Dhandamunda

Appeared:

For the Complainant

For the Respondent

–Sri Purosottam Meher

–(1) Sri Smarak Panigrahi, Accountant (Representative)

(2) Sri Kailash Ch. Swain, DFM (Auth. Representative)

Complaint Case No. BGR/22/2025

Sri Purosottam Meher,
For Sri Parsuram Meher,
At-Salepali, Po-Dameipali,
Via-Patnagarh, Dist-Bolangir
Con. No. 912001020502

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Patnagarh
EE, TED, TPWODL, Titilagarh

OPPOSITE PARTY

ORDER
(Dt.17.01.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Purusottam Meher who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about the average bill raised from the date of power supply to Dec.-2023. Also, he has paid ₹ 10,000/- towards energy bill on 23rd Mar. 2017 which has not been deducted. 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 : 10.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhhol section of Patnagarh Sub-division. The consumer represented that he was served with average bills due to no meter in his premises from the date of power supply to Dec-2023. Also, he has made payment of ₹ 1,000/- On 23rd Mar. 2017 which has not been deducted from the arrear amount. For that, the arrear has been accumulated to ₹ 36,807.70p upto Nov.-2024. 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 records. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Mar.-2014. The billing dispute raised by the complainant for the average billing from the date of power supply i.e. 10th mar. 2014 to Dec.-2023 was due to no meter in his premises. A new meter with sl. no. TWSC59008493 has been

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installed on 08th Feb. 2024, thereafter actual billing has been done. Also, the complaint raised by the complainant about mis-posting of ₹ 10,000/- paid on 23rd Mar. 2017 is a genuine dispute and needs for consideration. 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-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 10th Mar. 2014 and total outstanding upto Nov.-2024 is ₹ 36,807.70p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from the date of power supply i.e. 10th Mar. 2014 to Dec.-2023 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
2. The OP admitted the complaint about average billing done and submitted that a new meter with sl. no. TWSC59008493 has been installed on 08th Feb. 2024, thereafter actual billing has been done. Due to billing with unmetered status, the consumer was served with average bills from the date of supply to Dec-2023 resulting accumulation of arrear outstanding.
3. The complainant submitted that he has made payment of ₹ 10,000/- on 23rd Mar. 2017 vide MR no. B1/0941150 which has not been adjusted in the monthly bill. The OP submitted that as this is an old matter it needs verification of ledger whether subsequently credit advice has given or not.

The Forum has agreed with the submission of both parties and directed the OP to make proper verification of the consumer ledger and take appropriate step within seven days.

4. 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 ₹ 12,978.19p is to be withdrawn from the arrear outstanding.
5. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 36,807.70p upto Nov.-2024.

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 OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 12,978.19p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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PRESIDENT



2. The Forum directed the OP to verify the mis-posting / non-posting against MR no. B1/0941150, dated 23rd Mar. 2017 of ₹ 1,0000/- and if found genuine, credit advice must be given within seven days positively.

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. PADHIE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Purusottam Meher, At-Salepali, Po-Dameipali, Via-Patnagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. Executive Engineer, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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."