



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/

32⁵¹

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/27/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Kusha Rana, For Sri Duipaisi Rana, At-Patrapali, Po-Haldi, Via-Muribahal, Dist-Bolangir		912213050005	6380429525																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																																									
4	Date of Application	16.01.2025																																											
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) –				
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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	16.01.2025																																											
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 Muribahal



Appeared:

For the Complainant -Sri Kusha Rana
For the Respondent -Sri Bijaya Kumar Rout, OAG-II (Representative)

Complaint Case No. BGR/27/2025

Sri Kusha Rana,
For Sri Duipaisi Rana,
At-Patrapali,
Po-Haldi,
Via-Muribahal,
Dist-Bolangir
Con. No. 912213050005

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.17.01.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the erroneous bill raised from Oct-2021 to Nov.-2022 due to defective meter. He has submitted 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 : 16.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer disputed the average bills raised from Oct.-2021 to Nov.-2022 due to defective meter. For that average bill, the arrear has been accumulated to ₹ 45,693.30p upto Dec.-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-Domestic consumer availing power supply since prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Oct-2021 to Dec.-2022 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Jan.-2023 and the consumer was billed with CMR: 5971 but prior to that, the average billing period has not yet revised which 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.)

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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and the total outstanding upto Dec.-2024 is ₹ 45,693.30p. 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 Oct-2021 to Nov.-2022 with meter no. LW101928 which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Oct-2021, the consumer billed on average basis from Oct-2021 to Dec.-2022. The meter status has been rectified in Jan.-2023 with CMR : 5971. 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 resolving 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 ₹ 5,942.16p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 45,693.30p upto Dec.-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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 5,942.16p. 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.PADINEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Kusha Rana, At-Patrapali, Po-Haldi, Via-Muribahal, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."