



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 49

Dated, the 27/01/2025

Corum:

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President

- Member (Finance)

- Co-Opted Member

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| 1 | Case No. | Complaint Case No. BGR/34/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Padma Nabha Panda, At-Bahalpadar, Po-Amarpali, Via-B.M.Pur, Dist-Sonepur | Consumer No 915202070442 | Contact No. 8456822011 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, B.M.Pur | Division Sonepur Electrical Division, TPWODL, Sonepur | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 18.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 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) 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 18.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 27.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 B.M.Pur

Appeared:

For the Complainant -Sri Padma Nabha Panda
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/34/2025

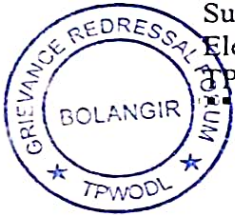
Sri Padma Nabha Panda,
At-Bahalpadar, Po-Amarpali,
Via-B.M.Pur, Dist-Sonepur
Con. No. 915202070442

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**



ORDER
(Dt.27.01.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous & inflated bill raised from Nov.-2020 to Jun.-2023 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 : 18.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The consumer disputed the inflated & erroneous bills raised from Nov.-2020 to May-2023 with defective meter status. For that erroneous bills, the arrear outstanding has been accumulated to ₹ 95,114.48p 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 erroneous & average billing from Nov.-2020 to May-2023 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Jun.-2023 and the consumer was billed with CMR : 3402 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 ₹ 95,114.48p. 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 Nov.-2020 to May-2023 with meter no. LW681330 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 Nov/Dec-2021, the consumer billed on average basis from Nov-Dec/2021 to May-2023. The meter status has been rectified in Jun.-2023 with CMR : 3402. Also, abnormal bill has been done in Sep-2021 with 2336 units which needs bill revision. 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 two years 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 ₹ 34,026.05p 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 ₹ 95,114.48p 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 been convinced with the proposed withdrawal amount of ₹ 34,026.05p. 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.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Padma Nabha Panda, At-Bahalpadar, Po-Amarpali, Via-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwwesternodisha.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."