



## 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/ 762 <sup>(5)</sup>

Dated, the 12/08/2024

**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/488/2024		
2	Complainant/s	Name & Address Sri Damodar Sarangi, At-Raximunda, Po-Pipirda, Dist-Bolangir	Consumer No 911212350011	Contact No. 6371123882
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.08.2024		
5	In the matter of-	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	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		
8	Date(s) of Hearing	06.08.2024		
9	Date of Order	12.08.2024		
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 Bilaisarda

**Appeared:**

For the Complainant -Sri Damodar Sarangi  
For the Respondent -Sri Jagannath Mohanty, ESO, Chhatamakhna (Representative)

**Complaint Case No. BGR/488/2024**

Sri Damodar Sarangi,  
At-Raximunda,  
Po-Pipirda,  
Dist-Bolangir  
Con. No. 911212350011

- COMPLAINANT

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

- OPPOSITE PARTY



**ORDER**  
**(Dt.12.08.2024)**

**HISTORY OF THE CASE**

The Complaint petition filed by Shri Suru Sahu who is LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the energy bills raised for the following period,

- average bill raised from Oct-Nov/2001 to Feb-Mar/2004 with meter defective status
- Inflated & erroneous bills raised during the period Apr-May/2004 to Aug-Sep/2012
- average bill raised from Oct-Nov/2012 to Jun-Jul/2015 with meter defective status
- average bill raised from Feb.-2022 to Oct.-2023 with meter defective status

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 : 06.08.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The consumer was disputed the billing of different period. The disputed billings are,

- average bill raised from Oct-Nov/2001 to Feb-Mar/2004 with meter defective status
- Inflated & erroneous bills raised during the period Apr-May/2004 to Aug-Sep/2012
- average bill raised from Oct-Nov/2012 to Jun-Jul/2015 with meter defective status
- average bill raised from Feb.-2022 to Oct.-2023 with meter defective status

He was stated that due to such disputed bill, he was not made regular payment for which the arrear has accumulated to ₹ 61,027.88p upto Jul.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



## SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger from Feb-Mar/2001 to Oct-2018. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the above-stated period is a genuine dispute and needs bill revision. 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 prior to Apr-1999 and the arrear outstanding upto Jul.-2024 is ₹ 61,027.28p. 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-Nov/2001 to Feb-Mar/2004 which needs bill revision.

The OP admitted the complaint and submitted that a new meter was installed with meter no. 1854395 in the month of Apr-2004 and it needs bill revision as per consumption of new meter.

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 ₹ 4,711.50p is to be withdrawn from the arrear outstanding.

2. The consumer represented that erroneous reading & abnormal billing was observed during Apr-May/2004 to Aug-Sep/2012 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 8,441.33p is to be withdrawn from the arrear outstanding.

3. As disputed by the consumer, due to meter defective, he was served with average bills from Oct-Nov/2012 to Jun-Jul/2015 which needs bill revision.

The OP admitted the complaint and submitted that a new meter was installed with meter no. WCV33092 in the month of Jul-2015, thereafter actual billing was done. The disputed billing period needs bill revision as per consumption of new meter.

During the course of hearing, the OP has initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 10,714.38p is to be withdrawn from the arrear outstanding.

4. Also, the consumer disputed the meter defective billing period from Feb.-2022 to Oct-2023 which needs bill revision.



CO-OPTED MEMBER

MEMBER (Fin.)  
12/08/24

PRESIDENT  
12/08/24



The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSP51082313 on 14<sup>th</sup> Nov. 2023, thereafter actual billing is going on. The disputed billing period needs bill revision as per consumption of new meter.

During the course of hearing, the OP has initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 4,772.36p is to be withdrawn from the arrear outstanding.

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.

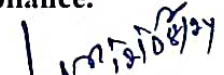
The OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed total withdrawal amount of ₹ 28,639.57p (₹ 4,711.50p + ₹ 8,441.33p + ₹ 10,714.38p + ₹ 4,772.36p). Hence, the Forum directed the OP to carry-out the revision proposal and must be 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 Damodar Sarangi, At-Raximunda, Po-Pipirda, Dist-Bolangir.
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.

**"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."**