



## 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/ 854<sup>Er</sup>

Dated, the 06/09/2024

**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/534/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sudarshan Behera, For Sri Ram Podh, At/Po-Deogaon, Dist-Bolangir		911524010110	9938627400
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.08.2024			
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) <u>155, 157</u>			
		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	20.08.2024			
9	Date of Order	06.09.2024			
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 Deogaon

**Appeared:**

For the Complainant -Sri Sudarshan Behera  
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura



**Complaint Case No. BGR/534/2024**

Sri Sudarshan Behera,  
For Sri Ram Podh,  
At/Po-Deogaon,  
Dist-Bolangir  
Con. No. 911524010110

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.06.09.2024)**

**HISTORY OF THE CASE**

The Complaint petition filed by Shri Sudarshan Behera who is LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the average bills raised from Feb-Mar/2004 to Feb-Mar/2005 & May-2023 to Jan-2024 for 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 : 20.08.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he has received energy bill with defective meter from Feb-Mar/2004 to Feb-Mar/2005 and from May-2023 to Jan.-2024. For that, the arrear has been accumulated to ₹ 10,231.84p upto Jul.-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 record. 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 average billing from Feb-Mar/2004 to Feb-Mar/2005 was due to meter defective for that period. A new meter with sl. no. 1982936 was installed during Mar-2005, thereafter actual billing was done. Also, the billing dispute raised by the complainant for the

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PRESIDENT

average billing from May-2023 to Jan-2024 was due to meter defective for that period. A new meter with sl. no. TWB309019 has been installed on 17<sup>th</sup> Jan. 2024, thereafter actual billing is going on. As the above-stated average billing period bill has not 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 ₹ 10,231.84p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Feb-Mar/2004 to Feb-Mar/2005 with meter no. WESCO52437 resulting accumulation of arrear outstanding. Against that defective meter, a new meter was installed by OP with meter no. 1982936 during Mar.-2005, thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one year. In the above case, due to delay in installation of new meter, average billing was done which could have been avoided if the OP was installed the meter without delay for which it is advised to the OP to take some pro-active measure for early replacement of defective meter. However, 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 ₹ 1,381.80p is to be withdrawn from the arrear outstanding.
2. Also, due to meter defective, the consumer was served with average bills from May-2023 to Jan-2024 with meter no. 1982936 resulting accumulation of arrear outstanding. Against that defective meter, a new meter has been installed by OP with meter no. TWB309019 on 17<sup>th</sup> Jan. 2024, thereafter actual billing is going on. However, 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 ₹ 349.44p is to be withdrawn from the arrear outstanding.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 10,231.84p upto Jul.-2024.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.

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.



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PRESIDENT

The OP has re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 1,731.24p (₹ 1,381.80p + ₹ 349.44p). 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.



*[Signature]*  
**K.S.PADHEE**  
CO-OPTED MEMBER

*[Signature]*  
**P.K.SAHOO**  
MEMBER (Fin.)

*[Signature]*  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Sudarshan Behera, At/Po-Deogaon, Dist-Bolangir.
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.

"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."