



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/ 502⁵⁹

Dated, the 29/08/2024

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/549/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Smt. Phultuli Putel, At-Kangaon, Po-Mirdhapali, Dist-Bolangir	911225250917	-	-
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	22.08.2024			
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	22.08.2024			
9	Date of Order	29.08.2024			
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 Chandanbhati

Appeared:

For the Complainant -Smt. Phultuli Putel
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/549/2024

Smt. Phultuli Putel,
At-Kangaon,
Po-Mirdhapali,
Dist-Bolangir
Con. No. 911225250917

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.29.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by Smt. Phulatul Putel who is LT-Dom. consumer availing a CD of 0.5 KW. She has disputed the average bills raised from May-2022 to Nov-2023 with defective meter. She has submitted her 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 : 22.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Balangir-II Sub-division. The consumer represented that he was received energy bill with defective meter from May-2022 to Nov-2023. For that, the arrear has accumulated to ₹ 45,610.99p 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 since Oct-2018. The billing dispute raised by the complainant for the average billing from May-2022 to Nov-2023 was due to meter defective for that period. A new meter with sl. no. TWB609134 has been installed on 20th Dec. 2023, thereafter actual billing has been done. As the above-stated period bill has not revised, it needs bill revision.

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

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 0.5 KW. The consumer has availed power supply since 31st Oct. 2018 and the arrear outstanding upto Jul.-2024 is ₹ 45,610.99p. 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 May-2022 to Nov-2023 with meter no. LW010800 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TWB609134 on 20th Dec. 2023, thereafter actual billing has been done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one & half 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 has 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.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 45,610.99p 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.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. 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 ₹ 29,207.35p 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 re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 29,207.35p. 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. Smt. Phultuli Putel, At-Kangaon, Po-Mirdhapali, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."