



# 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/

881/51

Dated, the

12/09/2024

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/567/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sudarsan Gadtia, At-Ainlapali, Po-Nagaon (A), Dist-Bolangir	911312120382	7853895733	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	23.08.2024			
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	23.08.2024			
9	Date of Order	12.09.2024			
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 Kendumundi

**Appeared:**

**For the Complainant**

-Sri Sudarsan Gadtia

**For the Respondent**

-Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha



**Complaint Case No. BGR/567/2024**

Sri Sudarsan Gadtia,  
At-Ainlapali,  
Po-Nagaon (A),  
Dist-Bolangir  
Con. No. 911312120382

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.12.09.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the provisional & average bill raised from Oct-Nov/2018 to Oct-2022 due to meter defective. 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 : 23.08.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The consumer represented that he was served with provisional & average bills from Oct-Nov/2018 to Oct-2022 due to meter defective. For that, the arrear has been accumulated to ₹ 26,342.39p 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jan.-2009. The billing dispute raised by the complainant for the provisional & average billing from Oct-Nov/2018 to Oct-2022 was due to meter defective for that period. A new meter with sl. no. WHL030455 has been installed on 14<sup>th</sup> Oct. 2021 but due to protocol delay, it has been reflected in Nov.-2022 with CMR : 734, thereafter actual billing is going on. As the above-stated period bill has not been revised, it needs bill revision.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**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 2 KW. The consumer has availed power supply since 19<sup>th</sup> Jan. 2009 and the arrear outstanding upto Jul.-2024 is ₹ 26,342.39p. 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 Oct-Nov/2018 to oct-2022 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. WHL030455 on 14<sup>th</sup> Oct. 2021 but due to delay in updation of meter protocol data, the KWH reading has been captured in Nov.-2022 with CMR : 734. Accordingly, delay meter updation revision has been done with credit of ₹ 6,321.00p for the period 14<sup>th</sup> Oct. 2021 to 17<sup>th</sup> Nov.-2022 and reflected in the bill of Nov-2022.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years. 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 be taken care in future.

During the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill was recalculated with the consumption and an amount of ₹ 12,273.08p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 26,342.39p upto Jul.-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 has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 12,273.08p. 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 Sudarsan Gadtia, At-Ainlapali, Po-Nagaon (A), Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."**