



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 906

Dated, the 19/09/2024

**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/594/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ghanashyam Bagh, At-Babupali, Po-Mahada, Via-Binka, Dist-Sonepur		915304101318	7735804033
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	03.09.2024			
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	03.09.2024			
9	Date of Order	19.09.2024			
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 Binka

**Appeared:**

**For the Complainant** -Sri Ghanashyam Bagh  
**For the Respondent** -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

**Complaint Case No. BGR/594/2024**

Sri Ghanashyam Bagh,  
At-Babupali,  
Po-Mahada,  
Via-Binka  
Dist-Sonepur  
Con. No. 915304101318

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.19.09.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed the energy bills raised for the following period,

- Inflated & erroneous bills raised during the period Dec15/Jan16 to Aug-Sep/2015
- Provisional & average bill raised from Aug-Sep/2018 to Aug-Sep/2022 with defective meter billing

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 : 03.09.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Mahadevpali section of Binka Sub-division. The consumer has disputed the energy bills raised for the following period,

- Inflated & erroneous bills raised during the period Dec15/Jan16 to Aug-Sep/2015
- Provisional & average bill raised from Aug-Sep/2018 to Aug-Sep/2022 with defective meter billing

**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 Jun-2013. 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.

  
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 0.14 KW. The consumer has availed power supply since 21<sup>st</sup> Jun. 2013 and the arrear outstanding upto Aug.-2024 is ₹ 96,993.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & abnormal billing was observed during Dec15/Jan16 to Aug-Sep/2015 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to wrong meter reading taken by the concerned meter reader in Dec15/Jan16, abnormal bill was going on which continued upto Aug-Sep/2016. The OP rectified the meter reading by "O" code in Oct-Nov/2015 with CMR : 3065. 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 ₹ 82,441.04p is to be withdrawn from the arrear outstanding.

2. Also, the consumer represented that due to meter defective, he was served with provisional & average bills from Aug-Sep/2018 to Aug-Sep/2022 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed on 14<sup>th</sup> Oct. 2022 having meter no. 300039698 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 ₹ 4,360.81p 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 ₹ 96,993.62p upto Aug.-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 total withdrawal amount of ₹ 86,801.85p (₹ 82,441.04p + ₹ 4,360.81p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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 Ghanashyam Bagh, At-Babupali, Po-Mahada, Via-Binka, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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 : [tpwesternodisha.com](http://tpwesternodisha.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."**