



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/ 892

Dated, the 17/09/2024

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/598/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Arun Nag, At-Sikapatrapali, Po-Kamarlaga, Dist-Bolangir		912421140035	9938390630
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sainatala		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	04.09.2024			
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) 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	04.09.2024			
9	Date of Order	17.09.2024			
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 Belgaon

Appeared:

For the Complainant -Sri Arun Nag
For the Respondent -Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Complaint Case No. BGR/598/2024

Sri Arun Nag,
At-Sikapatrapali,
Po-Kamarlaga,
Dist-Bolangir
Con. No. 912421140035

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.17.09.2024)

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 Jan.-2015 to Jan.-2019 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 : 04.09.2024

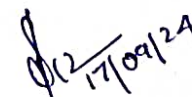
SUBMISSION OF COMPLAINANT DURING HEARING

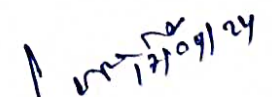
The complainant is a consumer under Belgaon section of Saintala Sub-division. The consumer represented that he was served with provisional & average bills from Jan.-2015 to Jan.-2019 due to meter defective. For that, the arrear has been accumulated to ₹ 38,212.48p upto Jul.-2024. The complainant raised 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 Mar.-2012. The billing dispute raised by the complainant for the provisional & average billing from Jan.-2015 to Jan.-2019 was due to meter defective for that period. A new meter with sl. no. LW050343 has been installed on 22nd Sep. 2018 but due to protocol delay, it has been reflected in Feb.-2019 with CMR : 35, thereafter actual billing is going on. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER 

MEMBER (Fin.) 
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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 1 KW. The consumer has availed power supply since 17th Mar. 2012 and the arrear outstanding upto Jul.-2024 is ₹ 38,212.48p. 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 Jan.-2015 to Jan.-2019 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. LW050343 on 22nd Sep. 2018 but due to delay in updation of meter protocol data, the KWH reading has been captured in Feb.-2019 with CMR : 35. Accordingly, delay meter updation revision has been done with credit of ₹ 2,599.69p and reflected in the bill of Feb.-2023 (served in Mar.-2023).

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.


2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 38,212.48p upto Jul.-2024.
3. 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 Distribution Code-2019 to redress the consumer grievances.

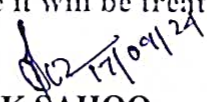
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code'2019.

1. **The energy bills raised to the consumer from Sep.-2016 to Aug.-2018 (restricted to two year) are to be revised as per succeeding six months average consumption of new meter by considering IMR : 35 (Mar.-2019) & FMR : 152 (Aug-2019) under CI-155 & 157 of OERC Distribution Code 2019.**
2. **DPS is to be levied as per OERC Regulation.**
3. **All sundries and adjustments are to be considered during the above revision period.**

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 Arun Nag, At-Sikapatrapali, Po-Kamarlaga, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sainitala.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."