



## 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/ 910

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/612/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Rajindra Chandan, For Sri Srihari Chandan, At-Khuntbandh, Po-Bramhani, Dist-Sonepur		915103120132	7326004069
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	11.09.2024			
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	11.09.2024			
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 Dubula

**Appeared:**

**For the Complainant** -Sri Rajindra Chandan  
**For the Respondent** -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/612/2024**

Sri Rajindra Chandan,  
For Sri Srihari Chandan,  
At-Khuntbandh,  
Po-Bramhani,  
Dist-Sonapur  
Con. No. 915103120132

- **COMPLAINANT**

-Versus-

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

- **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 erroneous bill raised in Jun-2023 with 8742 units and subsequently average billing till Dec-2023. 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 : 11.09.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The consumer represented that he was served with erroneous bill in Jun-2023 with 8742 units and subsequently average bill till Dec-2023. For such, the arrear has accumulated to ₹ 87,428.14p till Aug.-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 documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Feb.-2011. The billing dispute raised by the complainant for the inflated billing done in the month of Jun-2023 with 8742 units and from the next month onwards average billing till Dec-2023 was due to defective meter and subsequently the said defective meter has been replaced in Jan.-2024.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



## **FINDINGS AND ANALYSIS OF THE FORUM**

The case is perused with all available documents and merit of the case. The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 22<sup>nd</sup> Feb. 2011 and the arrear outstanding upto Aug.-2024 is ₹ 87,428.14p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract supported with FG meter replacement data, the consumer was billed with 8742 units in Jun.-2023 and in the next month, the said meter became defective for which average billing was done till Dec-2023. Hence, the billing for Jun-2023 though generated on actual basis but it is erroneous.
2. In the subsequent month, the consumer was billed with average basis as the meter was defective.
3. The OP has replaced the defective meter with a new meter with meter no. TWNX314703 on 12<sup>th</sup> Jan. 2024, thereafter actual billing is going on.
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 erroneous billing months & 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 ₹ 61,248.31p 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 ₹ 61,248.31p. 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.PADHÉE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Rajindra Chandan, At-Khuntbandh, Po-Bramhani, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**