



# 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/ 916<sup>5</sup>

Dated, the 19/09/2024

**Corum:**  
Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/626/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Goutam Sahu, At/Po-Larambha, Via-Patnagarh, Dist-Bolangir		912325053900	9777265080
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	13.09.2024			
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	13.09.2024			
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 Larambha

**Appeared:**

**For the Complainant** -Sri Goutam Sahu  
**For the Respondent** -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/626/2024**

Sri Goutam Sahu,  
At/Po-Larambha,  
Via-Patnagarh,  
Dist-Bolangir  
Con. No. 912325053900

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



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

**HISTORY OF THE CASE**

The Complaint petition was filed by the consumer Shri Goutam Sahu who is a LT-GPS. consumer availing a CD of 1 KW. He has disputed the average bills raised from Jul-2023 to Jan-2024 for 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 : 13.09.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Patnagarh-III Section of Patnagarh Sub-division. The consumer represented that he has received energy bill with defective meter from Jul-2023 to Jan-2024. For that, the arrear has been accumulated to ₹ 7,867.85p upto 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 record. On defence, he intimated that the consumer is a LT-GPS consumer availing power supply since Oct.-2020. The billing dispute raised by the complainant for the average billing from Jul-2023 to Jan-2024 was due to meter defective. A new meter with sl. no. TWB126850 has been installed on 28<sup>th</sup> Jan. 2024, thereafter actual billing is going on. As the above-stated period bill has not been revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

*[Signature]*  
CO-OPTED MEMBER

*[Signature]*  
MEMBER (Fin.)  
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*[Signature]*  
PRESIDENT

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

The consumer is a LT-GPS consumer with a CD of 1 KW. The consumer has availed power supply since 14<sup>th</sup> Oct. 2020 and the arrear outstanding upto Aug.-2024 is ₹ 7,867.85p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was being served with average bills from Jul-2023 to Jan-2024 with meter no. WESCO9227157 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. TWB126850 on 28<sup>th</sup> Jan. 2024, thereafter actual billing is going on. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for six months. In the above case, due to delay in installation of new meter, average billing was done which could have been avoided if the OP was 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.



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 ₹ 5,352.29p 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 ₹ 7,867.85p 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.

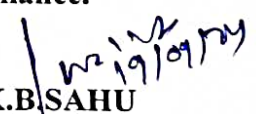
**The OP has re-calculated the disputed bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 5,352.29p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.**

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. Sri Goutam Sahu, At/Po-Larambha, Via-Patnagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWOL, Titilagarh.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**