



## 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/ 921<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/628/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Prema Bag, C/o-Sri Bundaku Bag, At-Harijanpada, Po-Dunguripali, Dist-Sonepur		915302040343	8117871457
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	18.09.2024			
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	18.09.2024			
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 Cherupali

**Appeared:**

For the Complainant -Smt. Prema Bag  
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

**Complaint Case No. BGR/628/2024**

Smt. Prema Bag,  
C/o-Sri Bundaku Bag,  
At-Harijanpada,  
Po-Dunguripali,  
Dist-Sonepur  
Con. No. 915302040343

- 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 2 KW. She has disputed about the erroneous and average bills raised from the date of supply to Sep-2019 due to no meter in her premises. She has submitted her 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 : 18.09.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

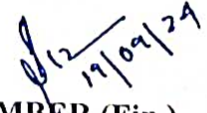
The complainant is a consumer under Cherupali section of Binka Sub-division. The consumer represented that he was served with average bills due to no meter from the date of supply to Sep.-2019. For that average bills, the arrear has been accumulated to ₹ 81,582.56p upto Aug.-2024. The complainant raised 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug.-2006. The billing dispute raised by the complainant for the average billing from the date of supply to Sep-2019 was due to no meter in his premises. As the above-stated average billing 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.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

Page 2 of 3

  
PRESIDENT



## 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 12<sup>th</sup> Aug. 2006 and the arrear outstanding upto Aug.-2024 is ₹ 81,582.56p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter / defective meter from the date of supply i.e. 12<sup>th</sup> Aug. 2006 to Sep.-2019 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
2. A new meter with sl. no. LW407489 has been installed on 30<sup>th</sup> Sep. 2019, thereafter actual billing has been done. Due to billing with unmetered status, the consumer was served with average bills from the date of supply to Sep.-2019 resulting accumulation of arrear outstanding.
3. On scrutiny of the documents, it is observed by the Forum that the average bills raised during no meter 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 agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹ 47,669.50p 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 ₹ 47,669.50p. 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. Smt. Prema Bag, C/o-Sri Bundaku Bag, At-Harijanpada, Po-Dunguripali, 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."**