



# 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/ 940 B

Dated, the 24/09/2024

**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/646/2024			
2	Complainant/s	Name & Address Sri Sahadev Naik, For Sri Hari Naik, At/Po-Dudka, Via-Salebhata, Dist-Bolangir		Consumer No 911310350359	Contact No. 8018431487
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	21.09.2024			
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	21.09.2024			
9	Date of Order	24.09.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** Camp Court at Loisingha

**Appeared:**

**For the Complainant** -Sri Sahadev Naik  
**For the Respondent** -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/646/2024**

Sri Sahadev Naik,  
For Sri Hari Naik,  
At/Po-Dudka,  
Via-Salebhata,  
Dist-Bolangir  
Con. No. 911310350359

- **COMPLAINANT**

**-Versus-**

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.24.09.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.2 KW. The complainant represented that he was served with provisional & average bills with meter defective status from Aug.-2021 to Jul-2022 and erroneous bill in Aug-2022. For that erroneous bills, the arrear has been accumulated to ₹ 60,252.69 upto Aug.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.09.2024**


**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The consumer represented that he was served with provisional & average bills with meter defective status from Aug.-2021 to Jul-2022 and erroneous bill in Aug-2022. For that, the arrear has been accumulated to ₹ 60,252.69p 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-Dom. consumer availing power supply since Mar.-2008. The billing dispute raised by the complainant for the average billing from Aug.-2021 to Jul-2022 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Aug-2022 and the consumer was billed with CMR : 16165 in Aug-2022. An additional bill of ₹. 32,591.73p has been debited in Jul-2022 bill considering average billing period.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**  
Page 2 of 4

  
**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 1.2 KW. The consumer has availed power supply since 22<sup>nd</sup> Mar. 2008 and the arrear outstanding upto Aug.-2024 is ₹ 60,252.69p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Aug.-2021 to Jul-2022 and erroneous bill in Aug-2022 with meter no. WUS16165 which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Aug-2021, the consumer billed on average basis from Aug-2021 to Jul-2022. The meter status has been rectified in Aug-2022 with CMR : 12179. Thereafter actual billing is going on. The defective billing period needs bill revision as per actual consumption of the meter (meter no. WUS16165). Also, an additional bill ₹ 32,591.73p has been raised considering the KWH reading of Aug-2022.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for one year where the meter was running with OK status in the field for which the consumer has raised dispute. Due to delay in resolving the grievances by the OP, average billing was done which could have been avoided for which it is advised to the OP to be taken care in future.

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 a net amount of ₹ 6,608.50p (₹ 32,591.73p - ₹ 25,983.23p) 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 ₹ 60,252.69p 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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 6,608.50p (₹ 32,591.73p - ₹ 25,983.23p). 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.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT

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 Sahadev naik, At/Po-Dudka, Via-Salebhata, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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.”**