



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/ 943⁵

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/650/2024		
2	Complainant/s	Name & Address Sri Nandi Kishor Biswal, At-Gurjibhata, Po-Jogisarda, Dist-Bolangir	Consumer No 911311110285	Contact No. 77356191191
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 <input type="checkbox"/>	Others <input type="checkbox"/>
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 Nandi Kishor Biswal
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/650/2024

Sri Nandi Kishor Biswal,
At-Gurjibhata,
Po-Jogisarda,
Dist-Bolangir
Con. No. 911311110285

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.24.09.2024)

HISTORY OF THE CASE

The Complaint petition filed by Shri Nandikishore Biswal who is LT-Dom. consumer availing a CD of 2 KW. He has disputed the erroneous bill raised in Aug-2019 with 2258 units and subsequently average billing till Sep.-2020. 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 : 21.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he was served with erroneous bill in Aug-2019 with 2258 units and subsequently average bill from Oct-2019 to Sep-2020. For that, the arrear has been accumulated to ₹ 13,341.73p 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 Oct-2012. The billing dispute raised by the complainant for the inflated billing done in the month of Aug.-2019 with 2258 units and from next month onwards average billing till Sep.-2020 was due to defective meter and subsequently the said meter has been replaced in 15th Mar. 2020 having meter no. LW525960 but due to delay in updation of meter protocol data, the same has been reflected in Sep.-2020.

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 in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 07th Oct. 2012 and the arrear outstanding upto Aug.-2024 is ₹ 13,341.73p. 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 2258 units in Aug-2019 and in the next month, the said meter became defective for which average billing was done till Sep-2020. Hence, the billing for Aug-2019 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 been replaced the defective meter with a new meter having meter no. TW525960 on 15th Mar. 2020 but due to protocol delay, it has been reflected in Oct-2020 with CMR : 351, thereafter actual billing is going on.
4. The OP has submitted that as the disputed billing period has not yet been 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 ₹ 12,219.57p 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 was re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 12,219.57p. 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 Nandi Kishor Biswal, At-Gurjibhata, Po-Jogisarda, 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 → 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."