



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfvesco.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/ 1021

Dated, the 29/10/2024

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/672/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Subendu Karna, For Sri Ghasinath Karna, At/Po-Bagbar, Via-B.M.Pur, Dist-Sonepur		915203020977	7894696692																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	05.10.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td>✓</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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8	Date(s) of Hearing	05.10.2024																											
9	Date of Order	29.10.2024																											
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 Hikudi

Appeared:

For the Complainant -Sri Subendu Karna
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/672/2024

Sri Subendu Karna,
For Sri Ghasinath Karna,
At/Po-Bagbar,
Via-B.M.Pur,
Dist-Sonepur
Con. No. 915203020977

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**



ORDER
(Dt.29.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.14 KW. He was disputed about the erroneous bill raised in Jul-Aug/2015. Also, average bills raised from Jul-Aug/2016 to May-Jun/2019 due to defective meter. He 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 : 05.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The consumer represented that he was served with an erroneous bill in Jul-Aug/2015 with 9601 units. Also, he disputed the average bills raised from Jul-Aug/2016 to May-Jun/2019 due to defective meter. For that average bill, the arrear has been accumulated to ₹ 1,83,174.76p upto Sep.-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 Nov.-2012. The billing dispute raised by the complainant for the erroneous billing of Jul-Aug/2015 with 9601 units was due to wrong punching of meter reading by the concerned meter reader in the month of Jan-Feb/2015 with was rectified through "O" code in Jul-Aug/2015 with CMR : 1111. As bill revision was not done for the said period, it needs bill revision.

CO-OPTED MEMBER

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PRESIDENT

Secondly, the billing dispute raised by the complainant for the average billing from Jul-Aug/2016 to May-Jun/2019 was due to defective meter in his premises. A new meter was installed during Jul-2019, thereafter actual billing was done. 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.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 11th Nov. 2012 and the total outstanding upto Sep.-2024 is ₹ 1,83,174.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & abnormal billing was observed during Jul-Aug/2015 which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to wrong meter reading by the concerned meter reader in Jan-Feb/2015, abnormal bill was going on & continued upto May-Jun/2015. The OP rectified the meter reading by "O" code in Jul-Aug/2015 with CMR : 1111. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 56,729.28p is to be withdrawn from the arrear outstanding.

2. Also, the consumer represented that due to meter defective, he was served with average bills from Jul-Aug/2016 to May-Jun/2019 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed during Jul-2019 having meter no. LW244857 and it needs bill revision as per consumption of new meter.

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 ₹ 95,276.15p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,83,174.76p upto Sep.-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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed total withdrawal amount of ₹ 1,52,005.43p (₹ 56,729.28p + ₹ 95,276.15p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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 Subendu Karna, At/Po-Bagbar, Via-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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 → 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."