

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/_ 99/

Dated, the 24/10/2024

Corum:

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

- President

Member (Finance)

Sri Krupasindhu Padhee

- Co-Opted Member

1	Case No.	No. Complaint Case No. BGR/673/2024						
	Complainant/s	Name & Address			Consumer No	Contac	t No.	
2		Sri Damodar Padhan,			911225240012	934813		
		For Sri Hadu Padhan,			71111111111	75.1015	7515	
-		At-Baghla, Po-Chandanbhati,			, i		,	
		Dist-Bolangir			,			
	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir			Division Bolangir Electrical Division, TPWODL, Bolangir			
3								
1	Data of Assalts	27 12 2021						
4	Date of Application							
	In the matter of-	1. Agreement/Termination		2. Billing Disputes √			1	
		3. Classification/Reclassi-		4. Cont	4. Contract Demand / Connected Load 6. Installation of Equipment &			
		fication of Consumers		Load				
		5. Disconnection /		I				
_		Reconnection of Supply 7. Interruptions			apparatus of Consumer			
5		9. New Connection			. Metering □ Quality of Supply & GSOP			
12		11. Security Deposit / Interest 12. Shifting of Service Connection & equipments						
		13. Transfer of Consumer			oltage Fluctuations			
	a Street B	Ownership			18 " n			
		15. Others (Specify) –						
6		etricity Act, 2003 involved						
7	OERC Regulation(s)							
	with Clauses							
	 4. Odisha Grid Code (OGC) Regulation, 2006; Clause 5. OERC (Terms and Conditions for Determination of Tariff). Regulation 							
							2001	
		Clause						
8	Data(a) aCH	6. Others						
	Date(s) of Hearing	07.10.2024						
9	Date of Order	24.10.2024						
10	Order in favour of	Complainant √ Respondent Others						
11	Details of Compens	ation Nil						
	awarded, if any.							

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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Place of Hearing:

Camp Court at Chandanbhati

Appeared:

For the Complainant

-Sri Damodar Padhan

For the Respondent

-Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/673/2024

Sri Damodar Padhan, For Sri Hadu Padhan, At-Baghla, Po-Chandanbhati, Dist-Bolangir Con. No. 911225240012 **COMPLAINANT**

-Versus-

Sub-Divisional Officer, Electrical Sub-Division, No. II,

TPWODL, Bolangir

BOLANGIR

OPPOSITE PARTY

ORDER (Dt.24.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the provisional & average bill raised from Mar-2016 to Dec-2019 due to meter defective. 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: 07.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Sub-division-II, Balangir. The consumer represented that he was served with average bills from Mar-2016 to Dec-2019 due to meter defective. For that, the arrear has been accumulated to ₹ 34,147.76p upto Aug.-2024. The consumer raised dispute against the said period and requested before the Forum for suitable revision of 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 prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Mar-2016 to Dec-2019 was due to meter defective for that period. A new meter with sl. no. LW524568 has been installed during Jan.-2020, thereafter actual billing is going on. As the above-stated period bill has not 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.)
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PRISIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Aug.-2024 is ₹ 34,147.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the representative of the consumer, due to meter defective, he was served with average bills from Mar-2016 to Dec-2019 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW524568 during Jan.-2020 and thereafter actual billing is going on. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay 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 an amount of ₹ 17,019.18p 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 ₹ 34,147.76p 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 ₹ 17,019.18p. 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.

CO-OPTED MEMBER

P.K.SAHOO MEMBER (Fin.) K.B.SAHU

Copy to: -

- 1. Sri Damodar Padhan, At-Baghla, Po-Chandanbhati, Dist-Bolangir.
- 2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
- 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."

