



## 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/ 993<sup>B</sup>

Dated, the 18/10/2024

**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/675/2024		
2	Complainant/s	Name & Address Sri Bhawani Sankar Suna, For Sri Dukalu Suna, At-Sikabhenga, Po-Sauntpur, Dist-Bolangir	Consumer No 911225310013	Contact No. 8117908082
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	07.10.2024		
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) <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		
8	Date(s) of Hearing	07.10.2024		
9	Date of Order	18.10.2024		
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 Chandanbhati

**Appeared:**

**For the Complainant** -Sri Bhawani Sankar Suna  
**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/675/2024**

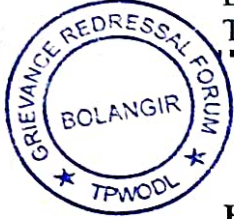
Sri Bhawani Sankar Suna,  
For Sri Dukalu Suna,  
At-Sikabhenga,  
Po-Sauntpur,  
Dist-Bolangir  
Con. No. 911225310013

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.18.10.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed the erroneous bill raised in Aug.-2024 for 2080 units. 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 erroneous bill in Aug.-2024 with 2080 units. For that, the arrear has been accumulated to ₹ 1,00,895.22p 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 erroneous billing of Aug-2024 is genuine. Prior to that, the energy meter of the consumer was got gefective in Jul-2023 and continued upto 24<sup>th</sup> Aug-2024. A new meter with sl. no. TWB319660 has been installed on 24<sup>th</sup> Aug. 2024 in the place of defective meter.

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 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 ₹ 1,00,895.22p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that he was received an erroneous bill in Aug-2024 with 2080 units for which the billing dispute raised and requested for suitable bill revision. The OP admitted the complaint and submitted that due to meter defective the consumer was billed with "AVERAGE" status from Jul-2023 to Jul-2024. Against the defective meter, a new meter has been installed on 24<sup>th</sup> Aug. 2024 with meter no. TWB319660. Also, erroneous bill has been generated on Aug-2024 with 2080 units. The average bill from Jul-2023 to Jul-2024 and bill of Aug-2024 needs bill revision as per average consumption of new meter in obedience to OERC Regulation.

The Forum analysed the billing ledger and found that the consumer is billing with defective meter from Jul-2023 to Jul-2024. Though a new meter has been installed on 24<sup>th</sup> Aug. 2024 but bill of Aug-2024 with 2080 units is erroneous. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one year. Due to delay in installation of new meter, average billing has 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. To resolve the consumer grievances, bill revision is required as represented by the complainant.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,00,895.22p 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.

1. **The energy bills raised to the consumer from Jul.-2023 to Aug.-2024 is to be revised as per average consumption of six consecutive billing of new meter considering IMR: 0 (24.08.2024) & FMR of Feb.-2025 under CI-155 & 157 of OERC Distribution Code 2019.**
2. **DPS is to be levied as per OERC Regulation.**
3. **All sundries and adjustments are to be considered during the above revision period.**

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within five months 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 Bhawani Sankar Suna, At-Sikabhenga, Po-Sauntpur, 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](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."**