



## 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/ 1057

Dated, the 12/11/2024

**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/715/2024  |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address<br>Sri Ghundu Kumar Sahu,<br>At/Po-Deogaon,<br>Dist-Bolangir  | Consumer No<br>911524010167                                   | Contact No.<br>8328825065 |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 3   | Respondent/s   | Name<br>S.D.O (Elect.), TPWODL, Tusura   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 4   | Date of Application                                  | 06.11.2024   |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) – |  |  |
| 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                      | <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 |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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                                   | 06.11.2024   |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 9   | Date of Order  | 12.11.2024   |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 10  | Order in favour of                                   | Complainant  | √   | Respondent                |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 11  | Details of Compensation awarded, if any.             | Nil  |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Deogaon

**Appeared:**

For the Complainant - Sri Ghundu Kumar Sahu  
For the Respondent - Sri Dipak Kumar Kar, Accountant (Representative)

**Complaint Case No. BGR/715/2024**

Sri Ghundu Kumar Sahu,  
At/Po-Deogaon,  
Dist-Bolangir  
Con. No. 911524010167

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.12.11.2024)**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Ghundu Kumar Sahu who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the inflated and erroneous bills raised in Nov.-2011 with 7259 units & average bill from Aug-2013 to Jul-2020. He has filed 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 : 06.11.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon section of Tusura Sub-division. The complainant represented that he was served with erroneous & inflated bill in Nov.-2011 with 7259 units. Also, average bill was served from Aug.-2013 to Jul-2020 due to meter defective. For that, the total outstanding has been accumulated to ₹ 1,07,460.60p upto Oct.-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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated and erroneous billing in Nov.-2011 with 7259 units is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. Also, the billing dispute raised by the complainant for the average billing from Aug-2013 to Jul-2020 was due to meter defective for that period. A new meter with sl. no. LW578174 has been installed during Aug.-2020, thereafter actual billing is going on. As the above-stated period bill has not revised, it needs bill revision.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**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 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Oct.-2024 is ₹ 1,07,460.60p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was done in the month of Nov-2011 with 7259 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. 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 ₹ 7,652.20p is to be withdrawn from the arrear outstanding.

2. As represented by the consumer, due to meter defective, he was served with average bills from Aug-2013 to Jul-2020 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW578174 during Aug.-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 six 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 ₹ 42,744.02p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,07,460.60p upto Oct.-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.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT

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 ₹ 50,396.22p (₹ 7,652.20p + ₹ 42,744.02p). 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 Ghundu Kumar Sahu, At/Po-Deogaon, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."