



## 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/ 1061

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/719/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Pranabandhu Sanyasi, At-Keutipali, Po-S.Patrapali, Via-Ulunda, Dist-Sonepur		915201050144	7749979342																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	08.11.2024																											
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) –		
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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) 155, 157</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) 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																		
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8	Date(s) of Hearing	08.11.2024																											
9	Date of Order	12.11.2024																											
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 B.M.Pur

**Appeared:**

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

**Complaint Case No. BGR/719/2024**

Sri Pranabandhu Sanyasi,  
At-Keutipali,  
Po-S.Patrapali,  
Via-Ulunda,  
Dist-Sonepur  
Con. No. 915201050144

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



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

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Pranabandhu Sanyasi who is a LT-Dom consumer availing a CD of 2 KW. He has disputed about the average bill raised from Oct-Nov/2009 to Jan-Feb/2021. 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 : 08.11.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Ullunda section of B M Pur Sub-division. The complainant represented that he was served with average bill from Oct-Nov/2009 to Jan-Feb/2021 due to meter defective. For that, the total outstanding has been accumulated to ₹ 56,374.93p 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 since Aug.-2004. The billing dispute raised by the complainant for the average billing from Oct-Nov/2009 to Jan-Feb/2021 was due to meter defective for that period. A new meter with sl. no. LW590028 has been installed on 26<sup>th</sup> Feb. 2020 but due to protocol delay, it has been reflected in Mar.-2022, 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 2 KW. The consumer has availed power supply since 29<sup>th</sup> Aug. 2004 and the total outstanding upto Oct.-2024 is ₹ 56,374.93p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Oct-Nov/2009 to Jan-Feb/2021 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. LW590028 on 26<sup>th</sup> Feb. 2020 but due to delay in updation of meter protocol data, the meter data has been captured in Mar.-2022.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than eleven 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 agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill was recalculated with the consumption and an amount of ₹ 36,654.09p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 56,374.93p 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.

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 ₹ 36,654.09p. 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 Pranabandhu Sanyasi, At-Keutipali, Po-S.Patrapali, Via-Ulunda, 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](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."**