



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/ 1109⁵¹

Dated, the 19/12/2024

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/721/2024																										
2	Complainant/s	Name & Address Sri Sanjaya Kumar Panigrahi, For Sri Pitabasa Panda, C/o-Bhutiapali College, At-Bhutiapali, Po-Mursundhi, Dist-Sonepur	Consumer No 915203071818	Contact No. 7609069943																								
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 & 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) 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	19.12.2024																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

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MEMBER (Fin.)
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PRESIDENT

Place of Hearing: Camp Court at Hikudi

Appeared:

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

Complaint Case No. BGR/721/2024

Sri Sanjaya Kumar Panigrahi,
For Sri Pitabasa Panda,
C/o-Bhutiapali College,
At-Bhutiapali,
Po-Mursundhi,
Dist-Sonepur
Con. No. 915203071818

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.19.12.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sanjaya Kumar Panigrahi who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the provisional bills raised from Apr-May/2019 to till date. 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 Subalaya section of B M Pur Sub-division. The complainant represented that he was served with provisional bills from Apr-may/2019 to till date. For that, the total outstanding has been accumulated to ₹ 36,725.47p upto Feb.-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 Dec.-2005. The billing dispute raised by the complainant for the provisional billing from Apr-may/2019 to Feb-2024 is a genuine


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PRESIDENT

dispute. This has happened due to non-punching of meter number in billing database in Apr-May/2019. Also, the monthly bill to the consumer has been stopped from Mar-2024. As the above-stated 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 2 KW. The consumer has availed power supply since 29th Dec. 2005 and total outstanding upto Feb.-2024 is ₹ 36,725.47p, thereafter no bill has been generated. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that provisional billing has been done from Apr-May/2019 to till date and represented before the Forum for revision of bill and generation of monthly bill as per meter reading.
The OP admitted the complaint and submitted with PVR dated 30th Nov. 2024 that a new meter with sl. no. LW245945 has been installed on 28th Feb. 2024 and KWH on 30th Nov. 2024 is 19261.

The Forum analysed the FG billing data and submission of both parties. The findings are,

The energy meter of the consumer has been replaced on 28th Feb. 2019 with meter no. LW245945 but due to non-updation of meter data in billing software, provisional billing has been done from Mar-Apr/2019 to Feb-2024 with old meter status. From Mar-2024, the consumer has been categorised under **"BILL STOPPED"** where the consumer is availing power supply with meter no. LW245945 and CMR on 30th Nov. 2024 is 19261.

2. Hence, the Forum is of the opinion to revise the bill as per present meter reading with meter no. LW245945.
3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 36,725.47p upto Feb.-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 meter no. of the consumer must be amended in FG billing software from 1987689 to LW245945 with meter installation date as 28th Feb. 2019 immediately.
2. The consumer must be converted from "BILL STOPPED" to "RUNNING" status immediately.
3. The energy bills raised to the consumer must be revised from 28th Feb.-2019 to Nov.-2024 with IMR : 0 (28.02.2019) and FMR : 19261 (30.11.2024) as per OERC Distribution Code 2019.
4. DPS is to be levied as per OERC Regulation.
5. All sundries and adjustments are to be considered during the above revision period.

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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 Sanjaya Kumar Panigrahi, C/o-Bhutiapali, College, At-Bhutiapali, Po-Mursundhi, 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."