



## 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/ 1082<sup>51</sup>

Dated, the 30/11/2024

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Krupasindhu Padhee

- President  
- Co-Opted Member

<b>1</b>	<b>Case No.</b>	<b>Complaint Case No. BGR/728/2024</b>		
<b>2</b>	<b>Complainant/s</b>	<b>Name &amp; Address</b>	<b>Consumer No</b>	<b>Contact No.</b>
		Sri Lingaraj Behera, At/Po-Sargad, Via-Loisingha, Dist-Bolangir	91121202024	9937535112
<b>3</b>	<b>Respondent/s</b>	<b>Name</b> S.D.O (Elect.), No. II, TPWODL, Bolangir	<b>Division</b> Bolangir Electrical Division, TPWODL, Bolangir	
<b>4</b>	<b>Date of Application</b>	20.11.2024		
<b>5</b>	<b>In the matter of-</b>	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) –		
<b>6</b>	<b>Section(s) of Electricity Act, 2003 involved</b>			
<b>7</b>	<b>OERC Regulation(s) with Clauses</b>	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		
<b>8</b>	<b>Date(s) of Hearing</b>	20.11.2024		
<b>9</b>	<b>Date of Order</b>	30.11.2024		
<b>10</b>	<b>Order in favour of</b>	Complainant	√	Respondent
<b>11</b>	<b>Details of Compensation awarded, if any.</b>	Nil		

**CO-OPTED MEMBER**

**PRESIDENT**

**Place of Hearing:** Camp Court at Chhatamakhna

**Appeared:**

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

**Complaint Case No. BGR/728/2024**

Sri Lingaraj Behera,  
At/Po-Sargad,  
Via-Loisingha,  
Dist-Bolangir  
Con. No. 911212020204

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.30.11.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the average bills raised from Feb-Mar/2001 to Jun-Jul/2005 due to no meter in his premises. Also, there is an billing error from Mar-21 to June-22 due to late meter data updation .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 : 20.11.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chhatamakhna Section of Sub-division No-II,Bolangir. The consumer represented that he was served with average bills from Feb-Mar/2001 to Jun-Jul/2005 due to no meter in his premises. Also, there is billing error from Mar-21 to June-22 due to late meter data updation. For that erroneous bills, the arrear has been accumulated to ₹ 46017.89p 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing due to no meter in his premises and late meter updation has not been revised, it needs bill revision.

**CO-OPTED MEMBER**

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**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 the arrear outstanding upto Oct-2024 is ₹ 46017.89p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from Feb-Mar/2001 to Jun-Jul/2005 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future. A new meter with sl. no. 1903389 was installed during Aug-Sep/2005, thereafter actual billing was done. Due to billing with unmetered status, the consumer was served with average bills from Feb-Mar/2001 to Jun-Jul/2005 resulting accumulation of arrear outstanding.

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 ₹ 8,872.20p is to be withdrawn from the arrear outstanding.

2. The consumer was billed erroneously from Mar-2021 to Jun-2022 which leads to accumulation of arrear outstanding. As submitted by OP, a new meter has been installed by OP with meter no. LW537566 on 23<sup>rd</sup> Mar. 2021 but due to delay in updation of meter protocol data, the KWH reading has been captured in Jun.-2022 with CMR : 1509.

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 ₹ 1,100.61p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 46,017.89p 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 has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 9,972.81p (₹ 8,872.20p + ₹ 1,100.61p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.



CO-OPTED MEMBER

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.PADHIE**  
CO-OPTED MEMBER

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Lingaraj Behera, At/Po-Sargad, Via-Loisingha, 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."**