



## **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/ 1091(5)

Dated, the 30/11/2024

**Corum:**

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/731/2024																											
2	Complainant/s	Name & Address Sri Haradhan Mahar, For Sri Biswajit Mahar, At-Kamira, Po-Singhijuba, Via-Binka, Dist-Sonepur		Consumer No 915301012149	Contact No. 9861056615																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	28.11.2024																											
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	28.11.2024																											
9	Date of Order	30.11.2024																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

MEMBER (Fin.)

PRESIDENT

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

**Appeared:**

**For the Complainant** -Sri Haradhan Mahar  
**For the Respondent** -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

**Complaint Case No. BGR/731/2024**

Sri Haradhan Mahar,  
For Sri Biswajit Mahar,  
At-Kamira, Po-Singhijuba,  
Via-Binka, Dist-Sonepur  
Con. No. 915301012149

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



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

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Haradhan Meher who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the average bill raised from Jun-Jul/2019 to Jun-2024 & inflated bill of 7666 units in Jul-2024. He was 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 : 28.11.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Rampur section of Binka Sub-division. The complainant represented that he was served with average bill from Jun-Jul/2019 to Jun-2024 & inflated bill of 7666 units in Jul-2024. For that, the total outstanding has been accumulated to ₹ 51,548.76p 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 Sep.-2018. The billing dispute raised by the complainant for the average billing from Jun-Jul/2019 to Jun-2024 & inflated billing in Jul-2024 was due to meter defective for that period. A new meter with sl. no. TWB334536 has been installed on 08<sup>th</sup> Jul. 2024, thereafter actual billing is going on. As the above-stated period bill has not 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.

**MEMBER (Fin.)**

**PRESIDENT**



## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 28<sup>th</sup> Sep. 2018 and total outstanding upto Oct.-2024 is ₹ 51,548.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that due to meter defective, he was served with average bills from Jun-Jul/2019 to Jun-2024 & inflated billed unit of 7666 units in Jul-2024 with meter no. 81642791 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB334536 on 08<sup>th</sup> Jul. 2024 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 five 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.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 51,548.76p upto Oct.-2024.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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 Aug.-2022 to Jul.-2024 (restricted to two year) are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (08.07.2024) & FMR of Jan.-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 three months after receipt of GRF order otherwise it will be treated as non-compliance.

  
**P.K.SAHOO**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Haradhan Mahar, At-Kamira, Po-Singhijuba, Via-Binka, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."**