



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/ 1105

Dated, the 09/12/2024

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/746/2024																											
2	Complainant/s	Name & Address Sri Manoranjan Pradhan, For Sri Parsuram Pradhan, At/Po-Samara, Via-Tusura, Dist-Bolangir		Consumer No 911523030774	Contact No. 7682098022																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.12.2024																											
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) -		
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	06.12.2024																											
9	Date of Order	09.12.2024																											
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 Tusura

Appeared:

For the Complainant - Sri Manoranjan Pradhan
For the Respondent - Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/746/2024

Sri Manoranjan Pradhan,
For Sri Parsuram Pradhan,
At/Po-Samara,
Via-Tusura,
Dist-Bolangir
Con. No. 911523030774

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY



ORDER
(Dt.09.12.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Manoranjan Pradhan who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the inflated and erroneous bills raised in Oct-2024 with 7053 units. 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 : 06.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura section of Tusura Sub-division. The complainant represented that he was served with erroneous & inflated bill in Oct-2024 with 7053 units. For that, the total outstanding has been accumulated to ₹ 27,405.64p 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 Jan.-2014. The billing dispute raised by the complainant for the inflated and erroneous billing in Oct-2024 with 7053 units is a genuine dispute. This has happened due to non-adjustment of provisional bills done from Aug-2021 to Sep-2024. As the above-stated period bill has not been revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 4

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 since 21st Jan. 2024 and total outstanding upto Oct.-2024 is ₹ 27,405.64p. 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 during Oct-2024 with 7053 units which needs bill revision as per actual meter reading.

The OP admitted the complaint and submitted that due to non-adjustment of provisional bills done from Aug-2021 to Sep-2024, the billing dispute has been arisen. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

The Forum examined the billing pattern and found that the consumer was billed on "ACTUAL" basis till Jul-2021 with CMR : 1620 with meter no. 188847, thereafter "PROVISIONAL" billing was done till Sep-2024. A new meter with sl. no. TWB140422 has been installed on 12th Nov. 2024 against the previous meter. During that time, it is noticed that the old meter with sl. no. 188847 is OK and the CMR is 8654. Accordingly, the monthly bill of Oct-2024 (payable in Nov-24) has been prepared with 7053 units. The unit calculation of Oct-24 is,

IMR of Aug-2021	:	1620	-----	(1)
CMR on 12.11.2024	:	8654	-----	(2)
Differential unit (2-1)	:	7034	-----	(3)
Unit consumption in new meter	:	19	-----	(4)
Total units billed (4 + 3)	:	7053		

During the course of hearing, the OP has admitted with the billing complaints and agreed to recast the billed units 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 ₹ 15,521.84p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 27,405.64p 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 ₹ 15,521.84p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.



CO-OPTED MEMBER


MEMBER (Fin.)

Page 3 of 4

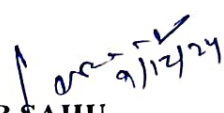
PRESIDENT

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 Manoranjan Pradhan, At/Po-Samara, Via-Tusura, 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 → 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."