



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/ 125⁵

Dated, the 17/02/2025

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/78/2025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Ashok Sahu, For Sri Jagannath Mishra, C/o-Rohan Motors, At-Gandhinagarpada, Po/Dist-Bolangir	911124140159	7008518148
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	07.02.2025		
5	In the matter of-	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	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)		
		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	07.02.2025		
9	Date of Order	17.02.2025		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any. Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Place of Hearing: Camp Court at Bolangir Town (Section-4)



Appeared:

For the Complainant

–Sri Ashok Sahu

For the Respondent

–Sri Swadhin Sahu, OAG-II (Representative)

Complaint Case No. BGR/78/2025

Sri Ashok Sahu,
For Sri Jagannath Mishra,
C/o-Rohan Motors,
At-Gandhinagarpada,
Po/Dist-Bolangir
Con. No. 911124140159

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COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.17.02.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Ashok Sahu who is a LT-GPS. consumer availing a CD of 0.5 KW. He has disputed about the average bill raised from Jan.-2022 to Dec.-2022. 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 : 07.02.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Section-IV of Balangir-I Sub-division. The complainant represented that he was served with average bill from Jan.-2022 to Dec.-2022 due to meter defective. For that, the total outstanding has been accumulated to ₹ 36,287.90p upto Dec.-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-GPS consumer availing power supply since May-2012. The billing dispute raised by the complainant for the average billing from Jan-2022 to Dec-2022 was due to meter defective for that period. Actually, the said meter was got defective since Sep-2016 and continued till Apr-2022. A new meter with sl. no. TPWODL1011839 has been installed on 30th May 2022, thereafter actual billing has been done.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 0.5 KW. The consumer has availed power supply since 30th May 2012 and total outstanding upto Dec.-2024 is ₹ 36,287.90p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Jan-2022 to Dec-2022 which needs bill revision.
The OP submitted that as the complainant is disputing the status of old meter, 7 day time may be allowed to submit the status of old meter having sl. no. 23583. Considering this, the Forum allowed seven day time to submit the report before the Forum.

The OP inspected the said premises on 12th Feb. 2025 and prepared the inspection report. The extract of the report is ,
"New meter installed on dt. 26.01.2022 and old meter with sl. no. 23583 is found defective."

The inspection report dated 12th Feb. 2025 has been taken into record. The Forum analysed the billing ledger and found that a bill revision has been done by OP for the period Jan-2022 to May-2022 with a withdrawal amount of ₹ 4,284.69p and effected in the bill of Apr-2023. Regarding bill revision for the period Jun-2022 to Dec-2022, all the bills have been raised on actual meter reading basis and no further revision is required.


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 total outstanding has been accumulated to ₹ 36,287.90p upto Dec.-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 energy bill from Jan-2022 to May-2022 has already been revised in Apr-2023. No further bill revision is required from Jun-2022 to Dec-2022 as the bills were raised on actual meter reading basis. Hence, the complaint of the complainant is hereby dropped.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ashok Sahu, C/o-Rohan Motors, At-Gandhinagarpada, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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 → 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."