



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/ 1167⁵

Dated, the 27/12/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/791/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Magania Sahu, At-Paligaon, Po-Mahada, Via-B.M.Pur, Dist-Sonepur	915202060467	- - -	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	20.12.2024			
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) <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	20.12.2024			
9	Date of Order	27.12.2024			
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 B.M.Pur

Appeared:

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

Complaint Case No. BGR/791/2024

Sri Magania Sahu,
At-Paligaon,
Po-Mahada,
Via-B.M.Pur,
Dist-Sonepur
Con. No. 915202060467

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.27.12.2024)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Magnian Sahu who is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the average bill raised from Jan-Feb/2015 to Jan-Feb/2019. 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 : 20.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The complainant represented that he was served with average bill from Jan-Feb/2015 to Jan-Feb/2019 due to meter defective. For that, the total outstanding has been accumulated to ₹ 34,634.53p upto Nov.-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 since May-2008. The billing dispute raised by the complainant for the average billing from Jan-Feb/2015 to Jan-Feb/2019 was due to meter defective for that period. A new meter with sl. no. LW245076 was installed during May-Jun/2019, thereafter actual billing has been done. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)
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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 2 KW. The consumer has availed power supply since 19th May 2008 and total outstanding upto Nov.-2024 is ₹ 34,634.53p. 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-Feb/2015 to Jan-Feb/2019 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW245076 during May-Jun/2019 and thereafter actual billing has been done. 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 four 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.

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 ₹ 10,851.78p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 34,634.53p upto Nov.-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 ₹ 10,851.78p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Magania Sahu, At-Paligaon, Po-Mahada, Via-B.M.Pur, 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."