



## 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/ 1161

Dated, the 27/12/2024

**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/729/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ramesh Chandra Sahu, At-Tulsinagar, Po/Dist-Bolangir		911225071870	8249449294																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	26.11.2024																											
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	19.12.2024																											
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: GRF, Bolangir

**Appeared:**

For the Complainant -Sri Ramesh Chandra Sahu  
For the Respondent -Smt. Itishree Sahoo, OAG-II (Auth. Representative)

**Complaint Case No. BGR/795/2024**

Sri Ramesh Chandra Sahu,  
At-Tulsinagar,  
Po/Dist-Bolangir  
Con. No. 911225071870

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.27.12.2024)**

**HISTORY OF THE CASE**

The Complainant is a Domestic consumer availing a CD of 1.5 KW availing power supply since Dt. 21/03/2014. He has disputed the Prov/average bills raised from Apr 2019 till date. He has submitted his grievances for revision of bill in GRF Office, Bolangir and heard at on Dt.19.12.24. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 19.12.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under REC Section of Sub-division No-II, Bolangir. The consumer represented that he was served with Prov/average bills from Apr-2019 due to House lock and defective meter. For such, the arrear has been accumulated to ₹.5040.81p 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 document. On defence, he intimated that the consumer is a Domestic consumer availing power supply since Dt. 21/03/2014. The billing dispute raised by the complainant for the average billing from Apr-2019 to Oct-2024 is due to defective meter. 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.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**



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

The consumer is a Dom consumer with a CD of 1.5 KW. The consumer has availed power supply since 21<sup>st</sup> Mar-2014 and the arrear outstanding of ₹.5040.81p upto Nov-2024. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to defective meter, the consumer was served with average bills from Apr-2019 to till date resulting accumulation of arrear outstanding.
2. The OP has submitted that the bill revision is to be done as per average consumption of new meter.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under Cl-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 A new meter must be installed immediately to ascertain actual consumption.
- 2 The energy bills raised to the consumer from the date of meter replacement to the preceding two years (restricted to two year) are to be revised as per succeeding six months average consumption of new meter under clause 155 & 157 of OERC Distribution (Conditions of Supply) Code 2019.
- 3 DPS is to be levied as per OERC Regulation.
- 4 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 seven months 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 Ramesh Chandra Sahu, At-Tulsinagar, Po/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."**