



## 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/ 1157

Dated, the 26/12/2024

**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/800/2024																										
2	Complainant/s	Name & Address Sri Ranjan Sahu, At-Kuibahal, Po-Mahada, Via-Binka, Dist-Sonepur	Consumer No 915304111394	Contact No. 7205211988																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.12.2024																										
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 &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	21.12.2024																										
9	Date of Order	26.12.2024																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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

**Appeared:**

**For the Complainant** -Sri Ranjan Sahu  
**For the Respondent** -Sri Uday Sankar Patjoshi, S.D.O (Elect.), Binka

**Complaint Case No. BGR/800/2024**

Sri Ranjan Sahu,  
At-Kuibahal, Po-Mahada,  
Via-Binka, Dist-Sonepur  
Con. No. 915304111394

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**

**(Dt.26.12.2024)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Ranjan Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the average bill raised from Oct-2020 to Jan-2023. 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 : 21.12.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Mahadevpali section of Binka Sub-division. The complainant represented that he was served with average bill from Oct-2020 to Jan-2023 due to meter defective. For that, the total outstanding has been accumulated to ₹ 11,840.42p 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 Dec.-2018. The billing dispute raised by the complainant for the average billing from Oct-2020 to Jan-2023 was due to meter defective for that period. A new meter with sl. no. TPWODL1007606 has been installed on 12<sup>th</sup> Feb. 2022 but due to protocol delay, it has been reflected in Feb.-2023, thereafter actual billing is going on. A bill revision has already been done for the period Feb.-2022 to Feb-2023 with a withdrawal amount of ₹ 3,631.94 in Jan.-2023. Hence, bill revision required for Oct-2020 to Jan-2022.

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-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 27<sup>th</sup> Dec. 2018 and total outstanding upto Nov.-2024 is ₹ 11,840.42p. 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 Oct-2020 to Jan-2023 which needs bill revision.
2. The OP admitted the complaint and submitted that a new meter has been installed with meter no. TPWODL1007606 in 12<sup>th</sup> Feb. 2022 but due to delay in updation of meter protocol data, the KWH reading has been captured in Feb.-2023. Accordingly, delay meter updation revision has been done with credit of ₹ 3,631.94p for the period 12<sup>th</sup> Feb. 2022 to 28<sup>th</sup> Feb. 2023 and reflected in the bill of Jan.-2023 (served in Feb.-2023).

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one year. 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 ₹ 7,765.70p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 11,840.42p 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 ₹ 7,765.70p. 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.R. SAHU**  
PRESIDENT

Copy to: -

1. Sri Ranjan Sahu, At-Kuibahal, Po-Mahada, 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 → 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."**