

## 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/ 60<sup>51</sup>

Dated, the 25/01/2024

**Corum:**  
Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. 1049/2023		
2	Complainant/s	Name & Address Sri Dinabandhu Putel, For Sri Lakhyapati Putel, At-Dhundimahul, Po-Goimunda, Dist-Bolangir	Consumer No 912134040184	Contact No. 9556046352
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	06.11.2023		
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) 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		
8	Date(s) of Hearing	06.11.2023		
9	Date of Order	25.01.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fm.)

PRESIDENT

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

**Appeared:**

**For the Complainant** –Sri Dinabandhu Putel  
**For the Respondent** –Sri Sushanta Behera, S.D.O (Elect.), Titilagarh

**Complaint Case No. 1049/2023**

Sri Dinabandhu Putel,  
For Sri Lakhyapati Putel,  
At-Dhundimahul,  
Po-Goimunda,  
Dist-Bolangir  
Con. No. 912134040184

- **COMPLAINANT**

**-Versus-**

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.25.01.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the average bill raised from Apr-May/2007 to Nov.-2023. He has submitted 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: 06.11.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Sindhekela Section of Titilagarh Sub-division. The consumer represented that he was served with average bills from Apr-May/2007 to Nov-2023. 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 billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Mar-2001. The billing dispute raised by the complainant for the average billing from Apr-May/2007 to Nov.-2023 was due to meter defective for that period. A new meter with sl. no. TWB607135 has been installed on 19<sup>th</sup> Dec. 2023 & thereafter actual billing is going on. As the above-stated average billing period bill has not been 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.

**FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



power supply since 17<sup>th</sup> Mar. 2001 and the arrear outstanding upto Dec.-2023 is ₹. 13,204.19p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Apr-May/2007 to Nov-2023 with meter no. 1855714 resulting accumulation of arrear outstanding.
2. The energy bill of the consumer was blocked from Aug-2022 to Nov-2023 and no bill was generated during that period.
3. During the course of hearing, the complainant intimated that the meter is in running condition but bills are being raised on AVERAGE basis, for that the Forum directed the Op to submit a PVR with meter status and CMR. The OP was inspected the premises on 29<sup>th</sup> Nov. 2023 and found that the house was in lock condition and submitted that it is a case of meter no. mismatch and the existing meter no. WLT054073 whereas in the database, the meter no. is 1855714. Due to house lock, the meter cannot be tested to ascertain the accuracy.
4. To redress the consumer grievance, a new smart meter has been installed by OP with meter no. TWB607135 on 19<sup>th</sup> Dec. 2023 and thereafter actual billing has been done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than sixteen years. In the above case, due to delay in installation of new meter, average billing has 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.
5. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
6. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 and 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. The energy bills raised to the consumer from Jan-2022 to Dec-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (19.12.2023) & FMR of Jun-2024 under CI-155 & 157 of OERC Regulation Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

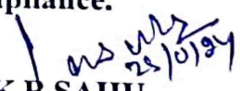
**Compliance report must be submitted to the Forum by the opposite party within six months after receipt of GRF order otherwise it will be treated as non-compliance.**

  
K.S.PADHEE

CO-OPTED MEMBER

  
P.K.SAHOO

MEMBER (Fin.)

  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Dinabandhu Putel, At-Dhundimahul, Po-Goimunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**