

# 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/

28<sup>th</sup>

Dated, the

06/01/2024

Corum:

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

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

1	Case No.	Complaint Case No. 1097/2023		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Saroj Kumar Mishra, At/Po-Bandhpada, Dist-Bolangir	911524120082	9777308810
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	17.11.2023		
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	07.12.2023		
9	Date of Order	06.01.2024		
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 - ABSENT  
For the Respondent - Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

**Complaint Case No. 1097/2023**

Sri Saroj Kumar Mishra,  
At/Po-Bandhpada,  
Dist-Bolangir  
Con. No. 911524120082

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER  
(Dt.06.01.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed that power supply to his premises was under disconnection from Oct-2020. Also, average bill was raised from May-2017 to Aug-2021 due to meter defective. 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: 07.12.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The consumer represented that he was served with average bills from May-2017 to Aug-2021 due to meter defective. Also, during that period power supply was under disconnection from Oct-2020. For such, the arrear has accumulated to ₹. 65,265.43p upto 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 & physical inspection report. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar.-2006. The billing dispute raised by the complainant for the average billing from May-2017 to Aug-2021 is due to meter defective for that period is genuine. Also, as per record, power supply to the consumer was disconnected from Nov-2019 to Oct-2020. Power supply has been resumed on Nov-2020. A new meter with sl. no. WLT248444 has been installed during Sep-2021, thereafter actual billing is going on. As the above-stated period bill has not been revised, it needs bill revision.

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MEMBER (Fin.)  
06/01/24

PRESIDENT  
06/01/24

During physical verification, there is another connection with cons. no. 9115-2412-0909 in the name of Kalabati Mahapatra within the same premises. Power supply to the premises was disconnected since Aug-2022 with arrear amount ₹. 21,401.46p.

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 1.5 KW. The consumer has availed power supply since 18<sup>th</sup> Mar. 2006 and the arrear outstanding upto Nov-2023 is ₹. 65,265.43p. 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 May-2017 to Aug-2021 with meter no. WUS21551 resulting accumulation of arrear outstanding. During that period, power supply to the consumer was disconnected from Nov-2019 to Oct-2020 and thereafter power supply resumed. From the version of OP, it is understood how power supply to the consumer was reconnected in Nov-2020 without payment when there is arrear outstanding of ₹. 37,928.57p. Also, power supply has been restored without replacement of defective meter which violates OERC Distribution Code and attracts the clause of deficiency of services.
2. A new meter has been installed by OP with meter no. WLT248444 during Sep-2022, thereafter actual billing is going on.
3. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for years together. 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.
4. As submitted by OP that there is an another connection 9115-2412-0909 in the name of Kalabati Mahapatra in the same premises. Power supply to the premises has been disconnected since Aug-2022 with arrear amount ₹. 21,401.46p. If both the connections are in same premises, necessary steps must be taken for transfer of arrear outstanding in obedience to OERC Regulation.
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 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. The energy bills raised to the consumer from Nov-2019 to Oct-2020 is to be withdrawn. Only MMFC is to be charged for that period.

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MEMBER (Fin.)

PRESIDENT



2. The energy bills raised to the consumer from Nov-2018 to Oct-2019 and Nov-2020 to Oct-2021 are to be revised as per succeeding months average consumption of new meter by considering IMR: 423 (Nov-2021) & FMR: 1485 (Apr-2022) under CI-155 & 157 of OERC Distribution Code 2019.
3. Transfer of arrear outstanding from cons. No. 9115-2412-0909 to 9115-2412-0082 must be done observing OERC Regulation.
4. DPS is to be levied as per OERC Regulation.
5. 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 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 Saroj Kumar Mishra, At/Po-Bandhpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**