

# 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),

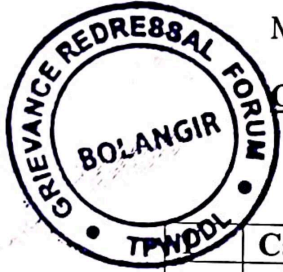
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No. GRF/BGR/Order/ 24<sup>(5)</sup>

Dated, the 06/01/2024

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

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



Case No.	Complaint Case No. 1099/2023				
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Swapne Padhan, At-Lakhanpur, Po-Ramchandrapur, Dist-Bolangir	911524120236	8658619374	
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	17.11.2023			
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: Camp Court at Budabahal

**Appeared:**

For the Complainant -Sri Swapne Padhan  
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

**Complaint Case No. 1099/2023**

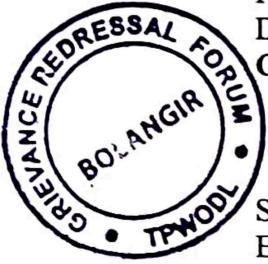
Sri Swapne Padhan,  
At-Lakhanpur,  
Po-Ramchandrapur,  
Dist-Bolangir  
Con. No. 911524120236

- 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 KW. He has disputed the average bill raised from July-2015 to Sept-2019 due to defective meter as per Ledger. 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: 17.11.2023**

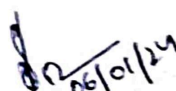
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer of Village LAKHMANPUR under DEOGAON Section of Tusra Sub-division. The consumer represented that he was served with average bills from July-2015 to Sept-2019 due to defective meter. For above reason, the arrear has accumulated and 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 LT-Dom consumer availing power supply since Oct-2011. The billing dispute raised by the complainant for the average billing from July-2015 to Sept-19 is due to meter defective during that period. A new meter with sl. no. LW084071 has been installed on 09 Nov. 2018 but that was reflected in billing fold in Nov-2019 with FMR of 280 KWh, thereafter actual billing is going on. As the bill for the above-stated period has not been 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 1.0 KW availing power supply since Oct-2011. 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 July-2015 to Sept-2019 with meter no LW084071 resulting accumulation of arrear.
2. A new meter has been installed by OP with meter no. LW084071 on 09 Nov. 2018, thereafter actual billing has been done.
3. The OP has submitted that as the disputed billing period has not yet been revised, it needs bill revision as per consumption of new meter.
4. 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 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

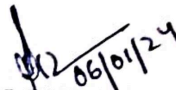
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. Meter reading of 280 Kwh as on Nov-19 is to be recasted from Date of meter replacement.
2. Average bill from previous period i.e Nov-2016 to Oct-2018 is to be revised as per average consumption pattern of new meter by considering IMR : 0 (09.11.18) & FMR of 280 as on Nov-2019 under CI-155 & 157 of OERC Distribution Code 2019.
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 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 Swapne Padhan, At-Lakhanpur, Po-Ramchandrapur, 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."**