

## 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/ 72<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. 1185/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Kailash Chand Agrawal, At/Po-Kantabanji, Road No. 04, Sai Chowck, Dist-Bolangir	912211040026	9437035257	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), TPWODL, Kantabanji	Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	12.12.2023			
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	28.12.2023			
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 (Fin.)

PRESIDENT

**Place of Hearing:** GRF, Bolangir

**Appeared:**

**For the Complainant** -Sri Kailash Chand Agrawal  
**For the Respondent** -Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

**Complaint Case No. 1185/2023**

Sri Kailash Chand Agrawal,  
At/Po-Kantabanji,  
Ward No. 04,  
Sai Chowck,  
Dist-Bolangir  
**Con. No. 912211040026**

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.25.01.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-GPS. consumer availing a CD of 3 KW. He has disputed the wrong billing done from Aug-2001 to Aug-2002 and average bill from Feb-2008 to Feb-2015 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: 28.12.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Kantabanji Section of Kantabanji Sub-division. The consumer represented that he was served with wrong bills from Aug-2001 to Aug-2002 and average bill from Feb-2008 to Feb-2015 as meter defective. For that, the arrear has accumulated to ₹. 49,394.57p 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 relevant document. On defence, he intimated that the consumer is a LT-GPS consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the wrong billing from Aug-2001 to Aug-2002 is genuine. The bill revision for that period is under process and proposed withdrawal amount is ₹. 19,662.70p. Secondly, the billing dispute raised by the complainant for the average billing from Feb-2008 to Feb-2015 is due to meter defective for that period. A new meter with sl. no. WUV02042 has been installed during Jun-2016, thereafter actual billing is going on. As the above-stated period bill has not been revised, it needs bill revision.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**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-GPS. consumer with a CD of 3 KW. . The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Nov.-2023 is ₹. 49,394.57p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to wrong billing for the period Aug-2001 to Aug-2002, the consumer has raised dispute. The OP has already initiated the bill revision process and proposed withdrawal amount is ₹. 19,662.70p (revision statement by OP has been taken into record).
2. Due to meter defective, the consumer was served with average bills from Feb-2008 to Feb-2015 with meter no. WESCO94087 resulting accumulation of arrear outstanding. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than seven years. 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. A new meter has been installed by OP with meter no. WUV02042 during Jun-2016, thereafter actual billing has done. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per 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 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. The OP is directed to carry-out the proposed revision and must be reflected in the next bill.
2. The energy bills raised to the consumer from Feb-2008 to Jan-2010 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 8 (Jul-2016) & FMR : 106 (Dec-2016) under CI-155 & 157 of OERC Distribution 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 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 Kailash Chand Agrawal, At/Po-Kantabanji, Road No. 04, Sai Chowck, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**