



## 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/ 76<sup>E</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. 1211/2023		
2	Complainant/s	Name & Address Sri Krushna Chandra Hota, At-Makadchuan, Po-Athgaon, Dist-Bolangir	Consumer No 911112140287	Contact No. - -
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	15.12.2023		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	15.12.2023		
9	Date of Order	25.01.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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

**Appeared:**

**For the Complainant** -Sri Krushna Chandra Hota  
**For the Respondent** -Sri Srikanta Satpathy, AFM (Auth. Representative)

**Complaint Case No. 1211/2023**

Sri Krushna Chandra Hota,  
At-Makadchuan,  
Po-Athgaon,  
Dist-Bolangir  
Con. No. 911112140287

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division, No. I,  
TPWODL, Bolangir

- **OPPOSITE PARTY**

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

**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 Aug-2006 to Dec-2007 as the same meter is continuing with running status. 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: 15.12.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-II Section of Balangir-I Sub-division. The consumer represented that he was served with average bills from Aug-2006 to Dec-2007 due to meter defective where as the same meter continued with running status. The arrear was accumulated to ₹. 71,096.95p upto Dec-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-Domestic consumer availing power supply since Mar-2004. The billing dispute raised by the complainant for the wrong billing from Aug-2006 to Dec-2007 is genuine. This has happened due to wrong meter status punched by the meter reader during that period. As the above-stated 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.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**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 03<sup>rd</sup> Mar. 2004 and the arrear outstanding upto Dec.-2023 is ₹. 71,096.95p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to wrong punching of meter status by the concerned meter reader during Aug-2006, billing dispute was started and continued upto Dec-2007 resulting accumulation of arrear outstanding.
2. The OP rectified the meter status and meter reading through "O" code reading correction in Jan-2008 with IMR: 3554 (Aug-2006) & CMR : 4152 (Jan-2008).
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of meter.
4. Presently, the consumer is being billed on actual meter reading basis which is disputed by the consumer that the existing meter is showing excess consumption than his actual consumption. The OP has denied with the complaint of the complainant that all the bills have been raised on actual meter reading basis. To resolve the dispute, the Forum in its speaking order directed the petitioner to deposit the meter testing fees with the OP within three days and after deposit of requisite fees, the OP will arrange for meter testing and report to be submitted within seven days before the Forum. But, till date the complainant has not deposited the meter testing fees. Hence, the petition regarding meter accuracy is not acceptable.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during wrong billing period needs bill revision under CI-155 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 Aug-2006 to Jan-2008 are to be revised as per actual meter reading of the meter by considering IMR : 3554 (Aug-2006) & FMR : 4152 (Jan-2008) under CI-155 of OERC Distribution 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 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 Krushna Chandra Hota, At-Makadchuan, Po-Athgaon, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
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."**