

## GRIEVANCE REDRESSAL FORUM, BOLANGIR

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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/ 228<sup>(5)</sup>

Dated, the 26/02/2024

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

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

1	Case No.	Complaint Case No. BGR/135/2024		
2	Complainant/s	Name & Address Sri Prakash Chandra Sahu, At-Nuniapali, Po-Pandesara, Via-Agalpur, Dist-Bolangir	Consumer No 911001023242	Contact No. 6370575806
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	07.02.2024		
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) <u>155, 157</u> 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	07.02.2024		
9	Date of Order	26.02.2024		
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 Agalpur

**Appeared:**

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

**Complaint Case No. BGR/135/2024**

Sri Prakash Chandra Sahu,  
At-Nuniapali,  
Po-Pandesara,  
Via-Agalpur,  
Dist-Bolangir  
Con. No. 911001023242

- **COMPLAINANT**

-Versus-

Executive Engineer,  
Bolangir Electrical Division,  
TPWODL, Bolangir

- **OPPOSITE PARTY**

**ORDER**

**(Dt.26.02.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about the average bills raised from the date of supply to Dec-2022 due to non-installation of meter and inflated bill of Jan-2023 with 5303 units. 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: 07.02.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Agalpur Section of Loisingha Sub-division. The consumer represented that he was served with average bills from the date of supply to Dec-2022 and inflated bill in Jan-2023 with 5303 units. For that average and inflated bill, the arrear has been accumulated to ₹. 16,220.38p upto Jan-2024. 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-Irr. consumer availing power supply since Feb-2018. The billing dispute raised by the complainant for the average billing from the date of power supply to Dec-2022 and inflated bill in Jan-2023 is genuine. A new meter with sl. no. TPU046168 has been installed on 13<sup>th</sup> Jul. 2022 but the reading captured in Jan-2023 with CMR : 1082 unit, thereafter actual billing was done. 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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT





## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2.5 KW. The consumer has availed power supply since 06<sup>th</sup> Feb. 2018 and the arrear outstanding upto Jan-2024 is ₹. 16,220.38p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Power supply to the consumer has been released without meter by the OP which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
2. A new smart meter has been installed by OP with meter no. TPU046168 on 13<sup>th</sup> Jul. 2022, but the KWH has been captured in jan-2023 billing with CMR : 1082, thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue without meter for more than four years. In the above case, due to delay in installation of new meter, average billing was done which could have been avoided if the OP was installed the meter without delay for which it is advised to the OP to be taken care in future.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 16,220.38p upto Jan.-2024.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. 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 Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

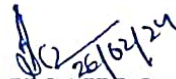
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from Feb-2021 to Jan-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (13.07.2022) & FMR: 1082 (Jan-2023) under CI-155 & 157 of OERC Regulation 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 Prakash Chandra Sahu, At-Nuniapali, Po-Pandesara, Via-Agalpur, Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, 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."**