



## 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/ 391 <sup>(5)</sup>

Dated, the 28/03/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/150/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Smt. Hema Bag, For Sri Braja Bag, At-Pipalpadar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir	912133050015	9124311362
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.02.2024		
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	09.02.2024	22.02.2024	16.03.2024
9	Date of Order	28.03.2024		
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 Sushanta Kumar Behera, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/150/2024**

Smt. Hema Bag,  
For Sri Braja Bag,  
At-Pipalpadar,  
Po-Manigaon,  
Via-Titilagarh,  
Dist-Bolangir  
Con. No. 912133050015

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**  
**(Dt.28.03.2024)**

During hearing on dt.16.03.2024 the Complainant Smt. Hema Bag did not appear before the Forum whereas Sri Sushanta Kumar Behera, S.D.O, TPWODL, Titilagarh appeared as opposite party.

The Complainant bearing consumer no. 912133050015 in his written petition disputed on raising of abnormal bills with high consumption prior to installation of the existing meter. She therefore requested before the Forum to redress his grievance by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from August-September'2007 to February'2024 along with a written version dt.14.03.2024 which reveals that;

1. The CD of the premises is 02 KW under domestic load.
2. Average bills have been raised from August'2015 to October'2021 on a defective meter.
3. A new meter with Sl. No. WHL011988 has been replaced during November'2021 and thereafter bills on actual basis are being generated till July'2023.
4. Further a new smart meter has been installed bearing no. TWSP51014152 during August'2023 with actual basis of billing.

He therefore requested before the Forum to do the needful as deemed fit in this regard.

The Forum after going through the available documents placed before it, observed that;

1. The date of power supply appears to be during September'2007.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT



2. Average billing is done from August'2012 to October'2021 against meter no. WHL2707079112 and a new meter having Sl. No. WHLO11988 is seen installed during November'2021 with actual basis billing there from till July'2023. It also includes abnormal consumption like 2093 units and 2345 units for December'2021 and May'2022 respectively and similar consumption from January'2023 to May'2023.
3. Finally, an another new meter has been replaced during August'2023 bearing no. TWSPS1014152 which exhibits bills on actual basis.
4. The Forum therefore advised the opposite party to produce a fresh PVR to examine the meter status which could not be submitted before the Forum even after a week time.

Keeping the above facts in view and to resolve the grievance of the Complainant, the Forum after examining all the records and consumption trend of the previous meter with SL. No. WHLO11988, feels the meter to be a defective one due to abnormal high consumptions.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The bills from December'2021 to July'2023 are to be revised as per succeeding six months average consumption of new meter considering IMR '0' (IMR on dt.31.08.2023) and FMR '406' (CMR of February'2024).

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.SAHOQ**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Smt. Hema Bag, C/o-Sri Braja Bag, At-Pipalpadar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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."**