



## 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/ 256<sup>51</sup>

Dated, the 27/02/2024

**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/166/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Baishnaba Thapa, At/Po-Kudasingha, Dist-Bolangir	911211300070	- -	
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	13.02.2024			
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) 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	13.02.2024			
9	Date of Order	27.02.2024			
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 Kudasingha

**Appeared:**

**For the Complainant** -Sri Baishnaba Thapa

**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/166/2024**

Sri Baishnaba Thapa,  
At/Po-Kudasingha,  
Dist-Bolangir  
Con. No. 911211300070

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**  
**(Dt.27.02.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.01 KW. He has disputed about the provisional & average bills raised from Oct-Nov/2014 to Nov-2023 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: 13.02.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chudapali Section of Sub-division II, Balangir. The consumer represented that he was served with provisional & average bills from Oct-Nov/2014 to Nov-2023 due to meter defective. For such average bill, the arrear has accumulated to ₹. 11,202.02p 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**

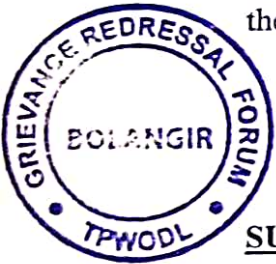
The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Apr-2011. The billing dispute raised by the complainant for the average billing from Oct-Nov/2014 to Nov-2023 due to meter defective for that period. In between the defective meter status period, a new meter with sl. no. WHL003645 had been installed on 26<sup>th</sup> Dec. 2021 but due to delay in updation of meter protocol, it was reflected on 10<sup>th</sup> Dec. 2023 with CMR : 2049. Thereafter actual billing is going on. As the above-stated average billing period bill has not 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.)  
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PRESIDENT





## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.01 KW. The consumer has availed power supply since 19<sup>th</sup> Apr. 2011 and the arrear outstanding upto Jan.-2024 is ₹. 11,202.02p. 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 Oct-Nov/2014 to Nov-2023 with meter no. 4692862 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. WHL003645 on 26<sup>th</sup> Dec. 2021 2019 but due to delay in updation of meter protocol data, the KWH reading has been captured on 10.12.2023 with CMR : 2049. Accordingly, delay meter updation revision has been done in 28.11.2022 with debit amount of ₹. 4,460.35p for the period of **26.12.2021 to 11.10.2022 for 983 units** and again on dated 10.12.2023, debit amount of ₹. 7,982.21p for the period **26.12.2021 to 10.12.2023 for 1938 units**.

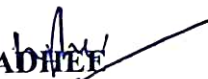
From the above two no. of debit advice raised towards additional bill, the Forum observed that the consumer was raised additional bill two times for a specific period i.e. 26.12.2021 to 11.10.2022 which should not be. Hence, as the subsequent debit advice covers the previous debit advice period, the debit amount done on 28.11.2022 of ₹. 4,460.35 should be withdrawn.

The OP has intimated that they have already done the bill revision on 24.01.2024 and withdrawn ₹. 4,460.35 from the bill of Jan-2024 (to be served in Feb-2024).

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.

The OP has done the bill revision on 24.01.2024 based on the present meter consumption and withdrawn ₹. 4,460.35p from the bill of Jan-2024 (served in Feb-2024). As the grievances of the consumer has been properly redressed and there is no further scope of revision, the case is dropped.

Case is disposed off accordingly.

  
K.S.PADHEE  
CO-OPTED MEMBER

  
P.K.SAHOO  
MEMBER (Fin.)

  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Baishnaba Thapa, At/Po-Kudasingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**