



## 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/ 325<sup>5</sup>

Dated, the 11/03/2024

**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/178/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Shyam Sundar Meher, For Sri Banchhanidhi Meher, At-Tikrapada, Po-Subalaya, Dist-Sonepur	915203041081	7750806323	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	20.02.2024			
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) 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	20.02.2024			
9	Date of Order	11.03.2024			
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:** Camp Court at Subalaya

**Appeared:**

**For the Complainant** -Sri Shyam Sundar Meher

**For the Respondent** -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/178/2024**

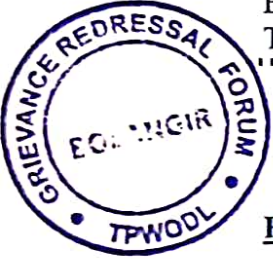
Sri Shyam Sundar Meher,  
For Sri Banchhanidhi Meher,  
At-Tikrapada,  
Po-Subalaya,  
Dist-Sonepur  
Con. No. 915203041081

- COMPLAINANT

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

- OPPOSITE PARTY



**ORDER**  
**(Dt.11.03.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous and average bills raised from Feb-Mar/2001 to Nov-Dec/2014 due to no meter in his premises. 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: 20.02.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The consumer represented that he was served with average bills due to no meter from Feb-Mar/2001 to Nov-Dec/2014. For that average bills, the arrear has accumulated to ₹. 43,915.32p 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 bulling abstract pertaining to the period Feb-Mar/2001 to Jan-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Feb-Mar/2001 to Nov-Dec/2014 was due to no meter in the premises. 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.)  
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PRESIDENT

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr.-1999 and the arrear outstanding upto Jan-2024 is ₹. 43,915.32p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from Feb-Mar/2001 to Nov-Dec/2014 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. Due to billing with unmetered status, the consumer was served with average bills from Feb-Mar/2001 to Nov-Dec/2014 resulting accumulation of arrear outstanding. In the instant case, it is surprised that the OP has allowed the consumer to avail power supply without meter for more than thirteen years. Due to delay in installation of new meter, average billing was 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.
3. A new meter has been installed by OP with meter no. 01087788 during Dec.-2014 and thereafter actual billing was done.
4. The complainant has not paid the monthly bill regularly for which the arrear was accumulated to ₹. 43,915.32p upto Jan-2024.
5. The OP has submitted that as the disputed billing period has not yet been revised, it needs bill revision as per consumption of new meter.
6. On scrutiny of the documents, it is observed by the Forum that the bills raised during average billing period needs bill revision under CI-155 & 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 Jan-Feb/2013 to Nov-Dec/2014 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 79 (Jan-Feb/2015) & FMR : 523 (May-Jun/2015) 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 Shyam Sundar Meher, At-Tikrapada, Po-Subalaya, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."**