

# 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/ 290<sup>65</sup>

Dated, the 29/02/2024

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

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



1	Case No.	Complaint Case No. BGR/187/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Kautuka Rana, At-Dunmgibahal, Po-Gudvela, Dist-Bolangir	911523111368	- -
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	27.02.2024		
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	27.02.2024		
9	Date of Order	29.02.2024		
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 Gudvela

**Appeared:**

**For the Complainant** -Sri Kautuka Rana  
**For the Respondent** -Sri Srikanta Satpathy, AFM (Auth. Representative)

**Complaint Case No. BGR/187/2024**

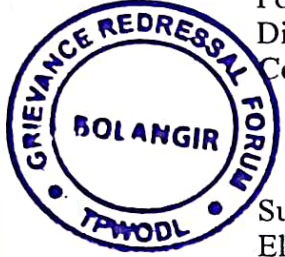
Sri Kautuka Rana,  
At-Dungibahal,  
Po-Gudvela,  
Dist-Bolangir  
Con. No. 911523111368

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.29.02.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the inflated bill raised in Dec-2022 with 3057 units and average bill from Mar-Apr/2023 to Aug-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: 27.02.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tusura section of Tusura Sub-division. The consumer represented that he was served with inflated bill in Dec-2022 with 3057 units and average bill from Mar-Apr/2023 to Aug-2023 due to meter defective. For that, the arrear has accumulated to ₹. 75,069.55p 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. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Oct-2018. The billing dispute raised by the complainant for the inflated billing done in the month of Dec-2022 with 3057 units is genuine. This has happened due to suppressed meter reading done by concerned meter reader to prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision. Also, average bill was served to the consumer from Mar-Apr/2023 to Aug-

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MEMBER (Fin.)

PRESIDENT



2023 due to meter defective. A new meter with sl. no. TPWODL1165291 has been installed on 07<sup>th</sup> Oct. 2023, thereafter actual billing was done. 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.

### 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 31<sup>st</sup> Oct. 2018 and the arrear outstanding upto Jan-2024 is ₹. 75,069.55p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption. This has been identified in the month of Dec-2022 billing and the unbilled units has been billed in the said month. Due to such bill, the arrear amount has accumulated.
2. During the course of hearing, the OP has agreed with the billing complaints and initiate the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted with the consumption and a net amount of ₹. 8,237.47p is to be withdrawn from the arrear outstanding. The complainant has convinced with the revision process.
3. Due to meter defective of the existing meter with meter no. 2502861, the consumer was served with average bills from Mar-Apr/2023 to Aug-2023 resulting accumulation of arrear outstanding.
4. A new meter has been installed by OP with meter no. TPWODL1165291 on 07<sup>th</sup> Oct. 2023, thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for six months. Due to delay in installation of new meter, average billing has 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.

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. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 75,069.55p upto Jan.-2024.
6. 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 & 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 OP has recasted the bill for the suppressed reading and the petitioner has convinced with the proposed withdrawal amount of ₹. 8,237.47p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
2. The energy bills raised to the consumer from Mar-Apr/2023 to Aug-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (07.10.23) & FMR of Apr-2024 under CI-155 & 157 of OERC Dist. Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

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PRESIDENT

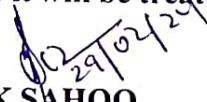


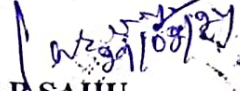
Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within three months 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 Kautuka Rana, At-Dungibahal, Po-Gudvela, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."**