

# 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/ 292<sup>69</sup>

Dated, the 29/02/2024

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/190/2024  |   |                                 |
| 2  | Complainant/s                                | Name & Address<br>Sri Manish Kumar Jaiswal,<br>For Sri Pradeep Kumar Pradhan,<br>C/o-Pradhan Medical,<br>At/Po-Tusura,<br>Dist-Bolangir  | Consumer No<br>911523020037                                   | Contact No.<br>9040071143       |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Tusura   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                                 |
| 4  | Date of Application                          | 27.02.2024   |   |                                 |
| 5  | In the matter of-                            | 1. Agreement/Termination<br>2. Billing Disputes<br>3. Classification/Reclassification of Consumers<br>4. Contract Demand / Connected Load<br>5. Disconnection / Reconnection of Supply<br>6. Installation of Equipment & apparatus of Consumer<br>7. Interruptions<br>8. Metering<br>9. New Connection<br>10. Quality of Supply & GSOP<br>11. Security Deposit / Interest<br>12. Shifting of Service Connection & equipments<br>13. Transfer of Consumer Ownership<br>14. Voltage Fluctuations<br>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<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause<br>6. Others  |   |                                 |
| 8  | Date(s) of Hearing                           | 27.02.2024   |   |                                 |
| 9  | Date of Order                                | 29.02.2024   |   |                                 |
| 10 | Order in favour of                           | Complainant <input checked="" type="checkbox"/>  | Respondent <input type="checkbox"/>                           | Others <input type="checkbox"/> |
| 11 | Details of Compensation awarded, if any.     | Nil  |   |                                 |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tusura

**Appeared:**

For the Complainant -Sri Manish Kumar Jaiswal  
For the Respondent -Sri Srikanta Satpathy, AFM (Auth. Representative)

**Complaint Case No. BGR/190/2024**

Sri Manish Kumar Jaiswal,  
For Sri Pradeep Kumar Pradhan,  
C/o-Pradhan Medical,  
At/Po-Tusura,  
Dist-Bolangir  
Con. No. 911523020037

- 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-GPS. consumer availing a CD of 3 KW. He has disputed about the average bills raised from Dec-2021 to Feb-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.

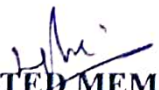
**PROCEEDING OF HEARING DATED: 27.02.2024**

**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 average bills due to meter defective from Dec-2021 to Feb-2023. For such average bills, the arrear was accumulated to ₹. 21,167.09p 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 without relevant documents. On defence, he intimated that the consumer is a LT-GPS consumer availing power supply since Sep-1999. The billing dispute raised by the complainant for the average billing from Dec-2021 to Feb-2023 was due to meter defective for that period. A new meter with sl. no. TW02047154 has been installed on 09<sup>th</sup> Apr. 2023, thereafter actual billing was done. As the above-stated average billing period bill has not revised, it needs bill revision.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT

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-GPS. consumer with a CD of 3 KW. The consumer has availed power supply since 01<sup>st</sup> Jul. 1999 and the arrear outstanding upto Jan-2024 is ₹. 21,167.09p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective of the existing meter with meter no. WUV21729, the consumer was served with average bills from Dec-2021 to Feb-2023 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TW02047154 on 09<sup>th</sup> Apr. 2023 and thereafter actual billing has done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one & half year. 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. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 21,167.09 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 & 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 Dec-2021 to Feb-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (09.04.23) & FMR : 379 (Oct-2023) under CI-155 & 157 of OERC Dist. Code 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 Manish Kumar Jaiswal, C/o-Pradhan Medical, At/Po-Tusura, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**