

# 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/ 29/2

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/191/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Manish Kumar Jaiswal, For Sri Kartika Ray, C/o-Jaiswal Fency, At/Po-Tusura, Dist-Bolangir		911523340034	9040071143
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 Tusura

**Appeared:**

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

**Complaint Case No. BGR/191/2024**

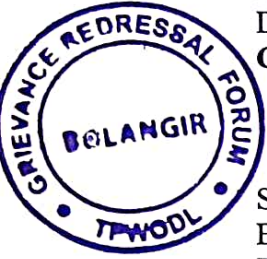
Sri Manish Kumar Jaiswal,  
For Sri Kartika Ray,  
C/o-Jaiswal Fency,  
At/Po-Tusura,  
Dist-Bolangir  
Con. No. 911523340034

- **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 1.5 KW. He has disputed about the average bills raised from May-2011 to Aug-2019 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 May-2011 to Aug-2019. For such average bills, the arrear was accumulated to ₹. 34,196.11p 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-Dom consumer availing power supply since Apr-2005. The billing dispute raised by the complainant for the average billing from May-2011 to Aug-2019 was due to meter defective for that period. A new meter with sl. no. LW396801 has been installed on 20<sup>th</sup> Aug. 2019, 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-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 22<sup>nd</sup> Apr. 2005 and the arrear outstanding upto Jan-2024 is ₹. 34,196.11p. 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. 1982194, the consumer was served with average bills from May-2011 to Aug-2019 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW396801 on 20<sup>th</sup> Aug. 2019 and 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 more than eight years. Due to delay in installation of new meter, average billing has been 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 ₹. 34,196.11p 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 Cl-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 Sep-2017 to Aug-2019 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (20.08.2019) & FMR : 641 (Feb-2020) under Cl-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-Jaiswal Fency, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**