



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 331<sup>CS</sup>

Dated, the 11/03/2024

**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/201/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Chitta Ranjan Dash, For Smt. Sarita Mishra, At-Champapur, Po-B.M.Pur, Dist-Sonepur		915203011801	9937077034
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	04.03.2024			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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) <u>155, 157</u>			
		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	04.03.2024			
9	Date of Order	11.03.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others	
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)  
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PRESIDENT

Place of Hearing: Camp Court at Subalaya

**Appeared:**

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

**Complaint Case No. BGR/201/2024**

Sri Chitta Ranjan Dash,  
For Smt. Sarita Mishra,  
At-Champapur,  
Po-B.M.Pur,  
Dist-Sonepur  
Con. No. 915203011801

- **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 inflated billing in Oct-2022 with 1341 units & Aug-2023 with 559 units for which she is billing with higher slab rate. She has submitted her 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: 04.03.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The consumer represented that he is being billed with inflated units in the month of Oct-2022 & Aug-2023 for which he is billed with higher slab rate. For that, the arrear has accumulated to ₹. 3,767.07p 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 ledger pertaining to Aug-2022 to Jan-2024. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Jul-2002. The billing dispute raised by the complainant for the inflated billing is not genuine as all the bills have been generated on actual meter reading basis. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

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 Since 15<sup>th</sup> Jul. 2022 and the arrear outstanding upto Jan-2024 is ₹. 3,767.07p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. There is an irregular consumption trend has been observed from the date of supply i.e. 15<sup>th</sup> Jul. 2022 to Jan.-2024 whereas all the bills have been raised on actual meter reading basis. To resolve the consumer grievances, the energy bills should be recasted for the entire period.
2. The complainant has paid the monthly bill regularly excluding some few months for which the arrear was accumulated to ₹. 3,767.07p upto Jan-2024.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
4. 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 the date of supply i.e. 15.07.2022 to Jan.-2024 are to be re-casted as per average consumption of the meter reading by considering IMR : 0 (15.07.2022) & FMR : 4913 (Jan-2024) 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 Chitta Ranjan Dash, At-Champapur, Po-B.M.Pur, 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.”**