

## 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/ 365

Dated, the 27/03/2024

**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/216/2024			
2	Complainant/s	Name & Address Sri Waltiar Nial, At-Mandiapadar, Po-Hirapur, Via-Loisingha, Dist-Bolangir	Consumer No 911212140242	Contact No. 6371869516	
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	13.02.2024			
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	13.02.2024			
9	Date of Order	27.03.2024			
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 Fasad

**Appeared:**

**For the Complainant** –Sri Waltiar Nial

**For the Respondent** –Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/216/2024**

Sri Waltiar Nial,  
At-Mandiapadar,  
Po-Hirapur,  
Via-Loisingha,  
Dist-Bolangir  
**Con. No. 911212140242**

- **COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

- **OPPOSITE PARTY**

**ORDER**

**(Dt.27.03.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the average bills raised from the date of supply to Jun-2020. 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: 13.03.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chatamakhna section of Sub-division-II, Balangir. The consumer represented that he was served with average bills from the initial date of supply to Jun-2020. For such average bills, the arrear has been accumulated to ₹. 8,927.12p upto Feb.-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 Nov-2018. The billing dispute raised by the complainant for the average billing from the date of supply to Jun-2020 was due to delay in updation of meter data in the billing database. Power supply to the consumer was given with meter no. LW423516 but the meter no. was updated and captured in the billing database in Jul-2020 with CMR : 189, thereafter actual billing has done. As the above-stated average billing period bill has not been 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 0.5 KW. The consumer has availed power supply since 27<sup>th</sup> Nov. 2018 and the arrear outstanding upto Feb-2024 is ₹. 8,927.12p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Power supply to the consumer was given through meter no. LW423516 but due to delay in punching of meter data in the billing database, the consumer was served with average bills till Jun-2020. In Jul-2020, the meter data updated with CMR : 189. For that average bills, the arrear has accumulated.
2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹. 8,927.12 upto Feb.-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 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.

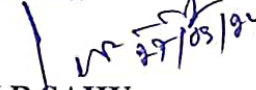
1. The energy bills raised to the consumer from the date of supply i.e. 27<sup>th</sup> Nov. 2018 to Jul-2020 are to be revised as per actual consumption of meter by considering IMR: 0 (27.11.2018) & FMR: 189 (Jul-2020) under Cl-155 & 157 of OERC Dist. Code 2019.
2. DPS is to be levied as per OERC Regulation.
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 Waltier Nial, At-Mandiapadar, Po-Hirapur, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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."**