

## 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/ 386

Dated, the 27/03/2024

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/233/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Debasish Panigrahi, For Sri Madhu Panigrahi, At/Po-Kantabanji, Ward No. 09, Dist-Bolangir		912211090202	9938164050
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	15.03.2024			
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	15.03.2024			
9	Date of Order	27.03.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

386  
27/03/24  
MEMBER (Fin.)

386  
27/03/24  
PRESIDENT

Place of Hearing: Camp Court at Tureikela

**Appeared:**

**For the Complainant** -Sri Debasish Panigrahi  
**For the Respondent** -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/233/2024**

Sri Debasish Panigrahi,  
For Sri Madhu Panigrahi,  
At/Po-Kantabanji, Ward No. 09,  
Dist-Bolangir  
Con. No. 912211090202

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.27.03.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 4.5 KW. He has disputed about the average bills raised from Jan.-2012 to Oct-2020 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: 15.03.2024**

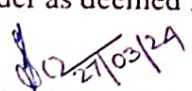
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The consumer represented that he was served with average bills due to meter defective from Jan-2012 to Oct-2020 For that average bills, the arrear has accumulated to ₹. 1,46,393.62p 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 with billing abstract from Feb-2001 to Feb-2024. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Jan-2012 to Oct-2020 was due to meter defective for that period. A new meter with sl. no. LW432753 has been installed on 09<sup>th</sup> Nov. 2020, thereafter actual billing has 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.

  
MEMBER (Fin.)

  
PRESIDENT

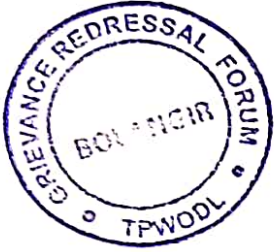




## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 4.5 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Feb.-2024 is ₹. 1,46,393.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective with meter no. 83023, the consumer was served with average bills from Jan-2012 to Oct-2020 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW432753 on 09<sup>th</sup> Nov. 2020. 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 eight years. 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.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 1,46,393.62p upto Feb.-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. However, during the course of hearing, the OP has agreed with the billing complaints and initiate bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹. 83,581.88p is to be withdrawn from the arrear outstanding.



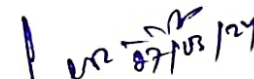
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has recalculated the bill and the petitioner has convinced with the proposed withdrawal amount of ₹. 83,581.88p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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.**

  
P.K.SAHOO  
MEMBER (Fin.)

  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Debasish Panigrahi, C/o-Sri Madhu Panigrahi, At/Po-Kantabanji, Ward No. 09, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."**