

# 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),

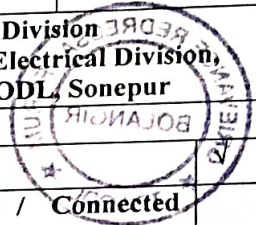
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 478<sup>(C)</sup>

Dated, the 30/03/2024

**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/237/2024																	
2	Complainant/s	Name & Address	Consumer No 915102020300																
		Sri Sukru Meher, At-Sagarpali, Po-Khambeswaripali, Dist-Sonepur	Contact No. 7205759296																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur																
4	Date of Application	16.03.2024																	
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply &amp; GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">15. Others (Specify) -</td> </tr> </table>	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) -		
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6	Section(s) of Electricity Act, 2003 involved																		
7	OERC Regulation(s) with Clauses	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004; Clause</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td> </tr> <tr> <td>6. Others</td> </tr> </table>		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										
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6. Others																			
8	Date(s) of Hearing	21.03.2024																	
9	Date of Order	30.03.2024																	
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: GRF, Bolangir

**Appeared:**

For the Complainant - ABSENT  
For the Respondent - Sri Chinmaya Kumar Ratha, OAG-II (Auth. Representative)

**Complaint Case No. BGR/237/2024**

Sri Sukru Meher,  
At-Sagarpali,  
Po-Khambeswaripali,  
Dist-Sonepur  
Con. No. 915102020300

COMPLAINANT



-Versus-

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

OPPOSITE PARTY



**ORDER**  
**(Dt.30.03.2024)**

During hearing on dt.21.03.2024 the Complainant Sri Sukru Meher did not appear before the Forum whereas Sri Chinmaya Kumar Ratha, OAG-II appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 915102020300 in his written petition disputed the abnormal billing trend resulting a huge arrear of his account due to defective status of the meter. He therefore requested before the Forum to revise the bill and reduce the arrear accordingly.

The opposite party on the other hand submitted a billing abstract pertaining to the period from April-May'2009 to February'2024 with a PVR dt.19.03.2024 having being enclosed with a written version which reveals that;

1. Irregularities are noticed against the meter no. WCG0639 during April-May'2020 to September'2020 having abnormal consumption of 1288, 3369 and 2740 units.
2. He has revised the wrong and abnormal bills after a review done in his level where an amount of Rs.4851.97 is to be credited the consumer's account.
3. The status of the existing meter bearing no. LW497374 is reported to be ok with CMR 5867 Kwh (as per PVR).

He also requested the Forum to do the needful in this regard as deemed fit.

Keeping the above facts in view the Forum observed that;

1. The meter bearing no. WCG00639 has recorded abnormal consumption of 1288, 3369 and 2740 units during the period May, June & July'2020 respectively. The meter has been therefore declared defective.
2. A new meter is seen to have been replaced having Sl. No. LW497374 which is in ok status with CMR 2567 as on dt.19.03.2024.
3. The opposite party has revised the wrong bills with probable sundry credit of Rs.4851.97.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT


Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The opposite party is directed to carry out and finalise the revision process on proposed withdrawal of Rs.4851.97 which 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.



  
K.S.PADHEE  
CO-OPTED MEMBER

  
P.K.SAHOO  
MEMBER (Fin.)

  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Sukru Meher, At-Sagarpali, Po-Khambeswaripali, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**