



# 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/

402

Dated, the

28/03/2024

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/243/2024		
2	Complainant/s	Name & Address Sri Budhubaru Suna, For Sri Dutia Suna, At-Hatkat, Po-Dhumabhata, Via-Belpada, Dist-Bolangir	Consumer No 912313140700	Contact No. 7855836520
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	18.03.2024		
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	18.03.2024		
9	Date of Order	28.03.2024		
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 Dhumabhata

**Appeared:**

**For the Complainant**

-Sri Budhubaru Suna

**For the Respondent**

-Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/243/2024**

Sri Budhubaru Suna,  
For Sri Dutia Suna,  
At-Hatkat,  
Po-Dhumabhata,  
Via-Belpada,  
Dist-Bolangir  
Con. No. 912313140700

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.28.03.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed the average bill raised from Apr-2014 to Oct-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 : 18.03.2024**

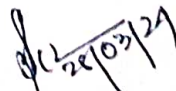
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The consumer represented that he was served with average bills from Apr-2014 to Oct-2019 due to meter defective. For such, the arrear has accumulated to ₹. 37,365.40p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Apr-2011. The billing dispute raised by the complainant for the average billing from Apr-2014 to Oct-2019 was due to meter defective for that period. A new meter with sl. no. LW394314 has been installed on 18<sup>th</sup> Sep. 2019, thereafter actual billing is going on. As the above-stated period bill was 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 0.5 KW. The consumer has availed power supply since 15<sup>th</sup> Apr. 2011 and the arrear outstanding upto Feb-2024 is ₹. 37,365.40p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Apr-2014 to Oct-2019 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. LW394314 on 18<sup>th</sup> Sep. 2019.
2. The OP has submitted that as the disputed billing period was not yet revised, it needs bill revision as per consumption of new meter.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 37,365.40p upto Feb.-2024.
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 Regulation 2019 to redress the consumer grievances.
5. During the course of hearing, the OP has agreed with the billing complaints and initiate the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and an amount of ₹. 6,053.98p is to be withdrawn from the arrear outstanding and the revised arrear amount comes to ₹. 31,311.42p.

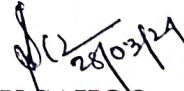
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

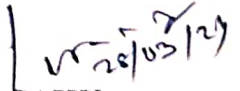
The OP has revised the bill and the petitioner has convinced with the proposed withdrawal amount of ₹. 6,053.98p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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.**

  
K.S. PADHEE  
CO-OPTED MEMBER

  
P.K. SAHOO  
MEMBER (Fin.)

  
K.B. SAHU  
PRESIDENT

Copy to: -

1. Sri Budhubaru Suna, At-Hatkat, Po-Dhumabhata, Via-Belpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**