



# 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/ 440<sup>5</sup>

Dated, the 29/03/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/283/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Bhagirathi Dash, For Sri Tirtha Dash, At-Pandesara, Po-Fatamunda, Via-Patnagarh, Dist-Bolangir	912325080065	6370352782	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	20.03.2024			
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	20.03.2024			
9	Date of Order	29.03.2024			
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 Patnagarh

**Appeared:**

For the Complainant

-Sri Giridhari Roy

For the Respondent

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

**Complaint Case No. BGR/283/2024**

Sri Bhagirathi Dash,  
For Sri Tirtha Dash,  
At-Pandesara,  
Po-Fatamunda,  
Via-Patnagarh,  
Dist-Bolangir  
Con. No. 912325080065

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.29.03.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2.2 KW. He has disputed about the average bills raised from Dec-2019 to May-2023 due to meter found 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: 20.03.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-III section of Patnagarh Sub-division. The consumer represented that he was served with average bills due to meter being defective from Dec-2019 to May-2023. For that average bills, the arrear has accumulated to ₹. 40,440.89p upto Feb.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of 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 Apr-2005. The billing dispute raised by the complainant for the average billing from Dec-2019 to May-2023 was due to meter defective for that period. A new meter with sl. no. TWSP51000759 has been installed on 03<sup>rd</sup> Jul. 2023, thereafter actual billing was done. As the above-stated average billing period bill has 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 2.2 KW. The consumer has availed power supply since 01<sup>st</sup> Apr. 2005 and the arrear outstanding upto Feb.-2024 is ₹. 40,440.89p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective with meter no. 106422, the consumer was served with average bills from Dec-2019 to May-2023 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TWSP51000759 on 03<sup>rd</sup> Jul. 2023. Thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years. Due to delay in installation of new meter, average billing has been 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 ₹. 40,440.89p 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 initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹. 23,107.86p 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 re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 23,107.86p. Hence, the Forum directed the OP to carry-out the revision proposal 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 Bhagirathi Dash, At-Pandesara, Po-Fatamunda, Via-Patnagarh, 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:Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**