

# 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),

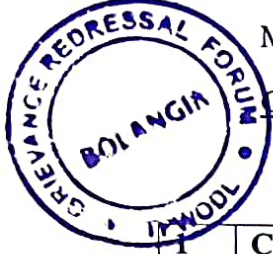
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 282

Dated, the 29/02/2024

Forum: Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member



1	Case No.	Complaint Case No. BGR/44/2024		
2	Complainant/s	Name & Address Deepanjali Meher, For Sri Chitta Ranjan Meher, At-Kandhapalipada, Po-Rajendra College, Dist-Bolangir	Consumer No 911125130251	Contact No. 7008337293
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	12.01.2024		
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	25.01.2024		
9	Date of Order	29.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)  
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PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

**For the Complainant** – **ABSENT**  
**For the Respondent** – Miss. Reena Rani Sahoo, OAG-II (Authorised Representative)

**Complaint Case No. BGR/44/2024**

Deepanjali Meher, – **COMPLAINANT**  
For Sri Chitta Ranjan Meher,  
At-Kandhpalipada,  
Po-Rajendra College,  
Dist-Bolangir  
Con. No. 911125130251

**-Versus-**

Sub-Divisional Officer, – **OPPOSITE PARTY**  
Electrical Sub-Division, No. I,  
TPWODL, Bolangir



**ORDER**  
**(Dt.29.02.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of .88 KW\_. He has disputed the average bill raised from June-2011 to Dec-2014. 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 : 25.01.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Electrical Sub. Division No-I, Bolangir. The consumer represented that he was served with average bills from June-2011 to Dec-2014 due to negative meter reading in meter SI No-132822. 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 relevant document. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Nov-2001. The billing dispute raised by the complainant for the average billing June-2011 to Dec-2014 is due to meter defective for that period. Power supply was under disconnection from Jan-2015 to Dt.23.03.2023 and reconnected on Dt.24.03.23. A new meter with sl. no. TWSP51089848 has been installed on Dt.20.11.23, thereafter actual billing is going on. As the above-stated 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 1.88 KW. The consumer has availed power supply since Nov-2001 with an accumulated arrear of- Rs.53734.45. 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 June-2011 to Dec-2014 with meter no. SI No-132822 resulting accumulation of arrear outstanding.
2. A new meter with meter no TWSP51089848 has been installed on Dt.20.11.23, thereafter actual billing was done.
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 CI-155 & 157 of OERC Distribution 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 January'2013 to December'2014 are to be revised as per average consumption of new meter by considering IMR '0' (IMR on dt.20.11.2023) and FMR of May'2024 under clause 155 and 157 of OERC Distribution (Conditions of Supply) Code 2019.
2. The energy bills from dt.24.03.2023 to September'2023 are to be revised as per average consumption of new meter by considering IMR '0' (IMR on dt.20.11.2023) and FMR of May'2024.
3. As power supply remains disconnected from January'2015 to dt.24.03.2023 MMFC is to be charged for that period.
4. DPS is to be levied as per OERC Regulation.
5. 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. Deepanjali Meher, C/o-Sri Chitta Rnajan Meher, At-Kandhapalipada, Po-Rajendra College, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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."**