

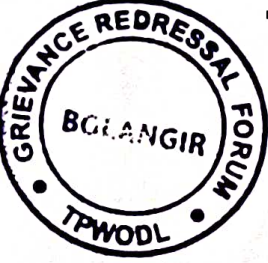
# GRIEVANCE REDRESSAL FORUM, BOLANGIR

(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/ 193<sup>(5)</sup>

Dated, the 15/02/2024

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/53/2024		
2	Complainant/s	Name & Address Sri Arun Kumar Rajpalia, For Sri Shesadev Rajpalia, At/Po-Tikrapada, Via-Belpada, Dist-Bolangir	Consumer No 912421051070	Contact No. 9937459448
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	18.01.2024		
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	18.01.2024		
9	Date of Order	15.02.2024		
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 Tikrapada

**Appared:**

**For the Complainant**  
**For the Respondent**

-Sri Arun Kumar Rajpalia  
-Sri Kailash Chandra Swain, DFM (Auth. Representative)

**Complaint Case No. BGR/53/2024**

Sri Arun Kumar Rajpalia,  
For Sri Shesadev Rajpalia,  
At/Po-Tikrapada,  
Via-Belpada,  
Dist-Bolangir  
Con. No. 912421051070

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.15.02.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the erroneous and average bills from May-2021 to till date due to meter defective status. 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: 18.01.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Saintala section of Saintala Sub-division. The consumer represented that he was served having average bills with meter defective status from May-2021 to till date. 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 only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Oct-2018. The billing dispute raised by the complainant for the erroneous & average billing from May-2021 to till date was due to meter defective status for that period. As the above-stated average billing period bill has not been 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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

## **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 06<sup>th</sup> Oct. 2018. As complained by the complainant and submission of OP, it is observed by the Forum that,

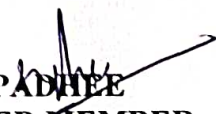
1. The consumer is billed with meter defective status from May-2021 to till date with meter no. LW070820. The consumer stated that the meter is running whereas the billing status stated that meter is defective. The matter has been verified with FG meter photo but the photo uploaded is hazy and not clear.  
The Forum during the hearing process directed the OP to submit a PVR with meter status within seven days for appraisal of the Forum but no report has been received. Again, reminder given to OP to submit the required report but still there is no response from the OP. Hence, it is construed that the OP has nothing to say in this regard and the matter is to be decided as per available documents.
2. 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 and 157 of OERC Regulation 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. A new meter is to be installed immediately as per Reg-116 of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing.
2. The energy bills raised to the consumer from the date of meter replacement to the preceding two year is to be revised as per average of six consecutive billing of new meter as per CI-155 & 157 of OERC Distribution Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. 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 seven months after receipt of GRF order otherwise it will be treated as non-compliance.**

  
K.S. PADHIE  
CO-OPTED MEMBER

  
P.K. SAHOO  
MEMBER (Fin.)

  
K.B. SAHU  
PRESIDENT

Copy to: -

1. Sri Arun Kumar Rajpalia, At/Po-Tikrapada, Via-Belpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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."