

# 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/ 284<sup>5</sup>

Dated, the 29/02/2024

Corum:

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

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



Case No.	Complaint Case No. BGR/82/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Smt. Sujata Nanda, For Late Nirada Kumar Nanda, At-Chatiapali, Near Ashram, Po-Rajendra College, Dist-Bolangir	911125060188	9348037923
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	29.01.2024		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	22.02.2024		
9	Date of Order	29.02.2024		
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** -Smt. Sujata Nanda  
**For the Respondent** -Sri Swadhin Sahu, OAG-II (Authorised Representative)

**Complaint Case No. BGR/82/2024**

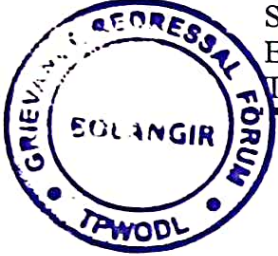
Smt. Sujata Nanda,  
For Late Nirada Kumar Nanda,  
At-Chatiapali, Near Ashram,  
Po-Rajendra College,  
Dist-Bolangir  
Con. No. 911125060188

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division, No. I,  
TPWODL, Bolangir

- **OPPOSITE PARTY**



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

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 02 KW. He has disputed the provisional bill raised from Aug-20 to Jan-24 as the house was vacant. 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: 22.22.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Section-03 of Bolangir Sub-division No-I. The consumer represented that he was served with provisional bills from Aug-2020 to Jan-2024 due to house lock. For such, the arrear has accumulated to ₹.54,530 upto Jan-24. 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 Feb-2001. The billing dispute raised by the complainant for the provisional billing from Aug-2020 to Jan-2024 is due house lock for that period. However as the meter is OK as per PVR. As the above-stated period bill has not 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 2 KW. The consumer has availed power supply since Feb-2001 and the arrear outstanding upto Jan-24 is Rs.54530. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to house lock, the consumer was served with provisional bills from Aug-2020 to Jan-2024 with meter no. 8133270 resulting accumulation of arrear outstanding. Last actual billing done in July-2020 but on the next month again provisional billing continued. As per PVR submitted by S.D.O, No. I, Bolangir the existing meter Sl. No. 8133270 is ok and the CMR on dt.22.02.2024 is 4785.
2. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during house lock 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. House lock period bills to be revised as per PVR with CMR 4785 as on Dt.22.08.2024.
2. DPS is to be levied as per OERC Regulation.
3. 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. Smt. Sujata Nanda, C/o-Sri Niroda Kumar Nanda, At-Chatiapali, Near Ashram, 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."**