

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. . The consumer has availed power supply since 12<sup>th</sup> Jul. 2018 and the arrear outstanding upto Dec.-2023 is ₹. 66,276.46p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Due to wrong average billing from the date of supply i.e. 12<sup>th</sup> Jul. 2018 to Jul-2020, the consumer was billed on AVERAGE basis in spite of a running meter was there. The meter no. LW082553 has been installed in the consumer premises at the time of energisation of the power supply but due to delay in updation of meter protocol data, the same was captured in Aug-2020 with CMR: 147.
2. Due to such wrong billing, the arrear has accumulated to ₹. 21,446.78p upto Jul-2020. Thereafter, due to irregular payment in monthly energy bill, the arrear was accumulated to ₹. 66,276.46p upto Dec-2023.
3. The OP has submitted that as the disputed billing period has not yet been revised, it needs bill revision as per consumption of the meter.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision 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 the date of power supply i.e. 12<sup>th</sup> Jul. 2018 to Aug-2020 are to be revised as per average consumption of the meter by considering IMR: 0 (12.07.2018) & FMR: 147 (Aug-2020).
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. Sri Jubraj Jena, At-Lastala, Po-Sauntpur, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**

**Place of Hearing:** Camp Court at Sauntpur

**Appeared:**

**For the Complainant** -Sri Jubraj Jena

**For the Respondent** -Smt. Sita Rani Seth, Jr. Accountant (Representative)

**Complaint Case No. BGR/96/2024**

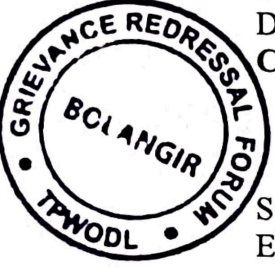
Sri Jubraj Jena,  
At-Lastala,  
Po-Sauntpur,  
Dist-Bolangir  
Con. No. 911225140603

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



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

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the average billing done from date of supply to Jul-2020 where the meter was running. 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: 30.01.2024**


**SUBMISSION OF COMPLAINANT DURING HEARING**

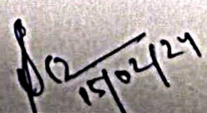
The complainant is a consumer under REC section of Sub-division-II, Balangir. The consumer represented that he was served with average bills from the date of supply to Jul-2020 where the meter was running but as per bill, there was no meter. For that, the arrear has accumulated to ₹. 66,276.46p upto Dec.-2023. 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 Jul-2018. The billing dispute raised by the complainant for the wrong billing from the date of supply to Jul-2020 is genuine. The existing meter LW082553 has been installed from the date of power supply but due to late meter updation, the meter no. as well as CMR has been reflected in Aug-2020 with CMR : 147, thereafter actual billing is going on. As the above-stated 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**

# 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/ 196<sup>(5)</sup>

Dated, the 15/02/2024

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

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



2	Case No.	Complaint Case No. BGR/96/2024		
	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Jubraj Jena, At-Lastala, Po-Sauntpur, Dist-Bolangir	911225140603	8658449318
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	30.01.2024		
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) <u>155, 157</u> 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	30.01.2024		
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