

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/ 198th

Dated, the 18/03/2025

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

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

Complainant

- Sri Mohan Rana,
At/Po-Gourgoth,
Via-Jarasingha,
Dist-Bolangir
(Con. No. 9115 2332 0064)

-Versus-

Opposite party

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

Regarding: GRF order issued vide memo no. 182 dt.07.03.2025 in CC No. BGR/143/2025.

Typographical error has been observed in the entire order dt.07.03.2025 in cc no. BGR/143/2025, hence the order in complete shape shall be read as follows.

Corrigendum to order dt.07.03.2025 in Complaint Case No. BGR/143/2025

18.03.2025-

The case in details shall be read as follows;

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Mohan Rana who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the provisional & average bill raised from Oct-2022 to Nov-2023. He has filed 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: 04.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that he has been served with provisional & average bills from Oct-2022 to Nov-2023. For that disputed bill, the total outstanding has been accumulated to ₹ 38,481.19p

CO-OPTED MEMBER

MEMBER (Fin.)
Page 1 of 3

PRESIDENT



upto Jan.-2025. 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 record. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul.-2011. The billing dispute raised by the complainant for the provisional & average billing from Oct-2022 to Nov-2023 was due to meter defective for that period. A new meter with sl. no. TWB607455 has been installed on 20th Dec. 2023 against that defective meter, thereafter actual billing has been done. 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.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 13th Jul. 2011 and total outstanding upto Jan.-2025 is ₹ 38,481.19p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Oct-2022 to Nov-2023 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWB607455 on 20th Dec. 2023 and thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one year. Due to delay in installation of new meter, average billing was 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.

During the course of hearing, the OP has admitted 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 ₹ 19,000.00p is to be withdrawn from the arrear outstanding.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 38,481.19p upto Jan.-2025.

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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 19,000.00p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

Case is disposed off accordingly.



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MEMBER (Fin.)

Page 2 of 3

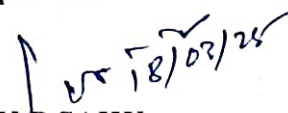
PRESIDENT



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 Mohan Rana, At/Po-Gourgoth, Via-Jarasingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."