

# 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/

702

Dated, the

15/07/2024

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/441/2024		
2	Complainant/s	Name & Address Sri Diyalu Meher, For Sri Garista Meher, At/Po-Jharni, Dist-Bolangir	Consumer No 912212010387	Contact No. 9937069934
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	10.07.2024		
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	10.07.2024		
9	Date of Order	15.07.2024		
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 Bangomunda

**Appeared:**

**For the Complainant** -Sri Diyalu Meher

**For the Respondent** -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/441/2024**

Sri Diyalu Meher,  
For Sri Garista Meher,  
At/Po-Jharni,  
Dist-Bolangir  
Con. No. 912212010387

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.15.07.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.5 He has disputed about the average bills raised from Jan-Feb/2001 to Mar-Apr/2005 due to meter defective where the meter was in working condition. 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 : 10.07.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Turekela Section of Kantabanji Sub-division. The complainant represented that he was served with average bills from Jan-Feb/2001 to Mar-Apr/2005 due to meter defective where the meter was in working condition. For that, the arrear has accumulated to ₹. 42,124.85p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision / rectification of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Jan-Feb/2001 to Mar-Apr/2005 is genuine. This has happened due to wrong meter reading punched by the meter reader during that period. 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.)**

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**PRESIDENT**



## 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 prior to Apr-1999 and the arrear outstanding upto May-2024 is ₹. 42,124.85p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed on average basis from Jan-Feb/2001 to Mar-Apr/2005 as meter defective. Subsequently the OP found that the meter is running and has rectified the meter reading with "O" code reading correction in May-Jun/2005 with CMR : 6649. This is a case of wrong punching of meter reading by the concerned meter reader during the month of Jan-Feb/2001 which was rectified after four years. In result, the arrear has accumulated to the tune ₹. 42,124.85p upto May-2024. of The OP has rectified the meter reading but till date the disputed billing period has not been revised.
2. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of meter.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during wrong meter reading needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, during the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹. 13,630.00p is to be withdrawn from the arrear outstanding.




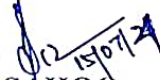
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

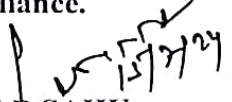
The OP has re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 13,630.00p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.

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 Dyalu Meher, At/PO-Jharni, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."