

# 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/ 706

Dated, the 15/07/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

|                        |  |  |   |             |        |
|------------------------|--|--|---|-------------|--------|
| 1                      | Case No.                                     | Complaint Case No. BGR/448/2024  |   |             |        |
| 2                      | Complainant/s                                | Name & Address   | Consumer No   | Contact No. |        |
|                        |  | Smt. Purnima Sethi,<br>For Smt. Atulya Sethi,<br>At-Badbazar, Bhagabati Plot,<br>Po/Dist-Sonepur | 915101030414  | 6370868540  |        |
| 3                      | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Sonepur  | Division<br>Sonepur Electrical Division,<br>TPWODL, Sonepur |             |        |
| 4                      | Date of Application                          | 12.07.2024   |   |             |        |
| 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                           | 12.07.2024   |   |             |        |
| 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 Sonapur

Appeared:

For the Complainant  
For the Respondent

-Smt. Purnima Sethi  
-Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/448/2024

Smt. Purnima Sethi,  
For Smt. Atulya Sethi,  
At-Badbazar. Bhagabati Plot,  
Po/Dist-Sonapur  
Con. No. 915101030414

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER  
(Dt.15.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the provisional & average bills raised from Jun-2016 to Feb-2018. 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 : 12.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonapur Section of Sonapur Sub-division. The consumer represented that he was served with average bills from Jun-2016 to Feb-2018 due to meter defective. For that, the arrear has accumulated to ₹. 63,227.99p upto Jun.-2024. 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-Dom. consumer availing power supply since Sep.-2010. The billing dispute raised by the complainant for the average billing from Jun-2016 to Feb-2018 was due to meter defective for that period. A new meter with sl. no. WLTO94561 has been installed during Feb-2018, thereafter actual billing was 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.

CO-OPTED MEMBER

MEMBER (Fin.)

Page 2 of 3

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 26<sup>th</sup> Sep. 2010 and the arrear outstanding upto Jun.-2024 is ₹. 63,227.99p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Jun-2016 to Feb-2018 with meter no. 8081608 which was installed during Mar.-2011 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. WLTO94561 during Feb.-2018, thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one & half years. In the above case, due to delay in installation of new meter, average billing was done which could have been avoided if the OP was installed the meter without delay for which it is advised to the OP to be taken care in future.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 63,227.99p upto Jun.-2024.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. 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 & 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 initiate bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹. 16,023.21p 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 ₹. 16,023.21p. 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.PADIHEE

CO-OPTED MEMBER

  
P.K.SAHOO

MEMBER (Fin.)

  
K.B.SAHU

PRESIDENT

Copy to: -

1. Smt. Purnima Sethi, At-Badbazar, Bhagabati Plot, Po/Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL., Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL., Sonapur.
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."