



## 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/ 665<sup>5</sup>

Dated, the 24/06/2024

**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/404/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Chinmaya Kumar Pathrimali, For Sri Gethol Pathrimali, At/Po-Kusang, Dist-Bolangir		911212160035	9778974640 9777546090
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	11.06.2024			
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	20.06.2024			
9	Date of Order	24.06.2024			
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: GRF, Bolangir

**Appeared:**

**For the Complainant** -Sri Mrunmaya Pathrimali  
**For the Respondent** -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

**Complaint Case No. BGR/404/2024**

Sri Chinmaya Kumar Pathrimali,  
For Sri Gethol Pathrimali,  
At/Po-Kusang,  
Dist-Bolangir  
Con. No. 911212160035

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.24.06.2024)**

During hearing on dt.20.06.2024 the Complainant's representative Sri Mrunmaya Pathrimali appeared before the Forum whereas Smt. Sita Rani Seth, Jr. Accountant, Electrical Sub-Division, No. II, TPWODL, Bolangir appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 911212160035 in his written petition stated that exorbitant bills on abnormal unit consumption have been done during the period from April'2023 to August'2023. Subsequently a new meter has been replaced during August-September'2023. He therefore requested before the Forum to revise the bill and reduce the arrear. He further stated that he has cleared up all the previous arrears through OTS during April'2023.

On the other hand the opposite party submitted a billing abstract pertaining to the period from February-March'2001 to May'2024 having enclosed with a PVR dt.05.06.2024 and a written version. The documents so submitted reveals that;

1. The meter bearing Sl. No. 1930511 existing since 2006 has been replaced by a new one bearing no. TWSP51025992 on dt.08.09.2023.
2. The CD of the premises is 1.5 KW under domestic load.
3. Abnormal consumption is observed from April'2023 to August'2023 with 800, 1020, 1008 & 907 units respectively indicating the meter status being defective as the said meter has been replaced on dt.08.09.2023 with a remark that "meter defective".

He also requested before the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant records placed before it, observed that;

- a. The CD of the premises is 1.5 KW under domestic load.
- b. The monthly consumption from April'2023 to August'2023 appears to be abnormal with high consumption which is supported with meter replacement report as "meter defective".
- c. The above meter bearing defective has been replaced by a new one with Sl. No. TWSP51025992 on dt.08.09.2023.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



- d. The Forum is of the opinion for revision of the bills from April'2023 to August'2023 from the monthly average consumption of the new meter from subsequent six months.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The bills form April'2023 to August'2023 are to be revised after obtaining monthly average consumption of subsequent six month of the new meter by taking IMR '0' (IMR on dt.08.09.2022) and FMR '1509' (CMR of April'2024).

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 Chinmaya Kumar Pathrimali, At/Pop-Kusang, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**