



## 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/ 652<sup>CS</sup>

Dated, the 20/06/2024

**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/405/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Rupadhar Putel, For Sri Samaru Putel, At/Po-Kudasingha, Dist-Bolangir		911211180113	7205818714
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	12.06.2024			
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) 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	12.06.2024			
9	Date of Order	20.06.2024			
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: Camp Court at Kudasingha

**Appeared:**

For the Complainant -Sri Rupadhar Putel  
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/405/2024**

Sri Rupadhar Putel,  
For Sri Samaru Putel,  
At/Po-Kudasingha,  
Dist-Bolangir  
Con. No. 911211180113

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER**  
**(Dt.20.06.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the erroneous bills raised till May-2017 and average bill served from Jun-Jul/2017 to May-2021. 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 : 12.06.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Chudapali Section of Sub-division-II, Bolangir. The consumer represented that he was served with erroneous bills from the date of supply to May-2017. Also, average bills raised from Jun-Jul/2017 to May-2021 due to meter defective. For that, the arrear was accumulated to ₹. 42,188.45p upto Apr.-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 documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Oct.-2005. The billing dispute raised by the complainant for two different period i.e.

- Erroneous billing from the date of supply to May-2017
- Average billing from Jun-Jul/2017 to May-2021 due to meter defective

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



The dispute raised by the complainant is genuine. 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 25<sup>th</sup> Oct. 2005 and the arrear outstanding upto Apr.-2024 is ₹. 42,188.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant has disputed the erroneous billing from the date of supply to Apr-May/2017 where the OP admitted it.
2. From the billing abstract, the Forum observed that in some months of the said period, there is erroneous billing. During Apr-May/2017, the bill was generated on actual meter reading basis with CMR: 10948. Also, the same meter is in running condition from the initial date of supply to Apr-May/2017. 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 been recasted with the consumption and a net amount of ₹. 16,183.02p is to be withdrawn from the arrear outstanding.
3. Also, the complainant has disputed about the average billing done from Jun-Jul/2017 to May-2021 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. LW624363 on 19<sup>th</sup> Aug. 2019 but due to delay in updation of meter protocol data, the KWH reading has been captured in Jun-2021 with CMR : 500. Accordingly, delay meter updation revision from Sep-2019 to Dec.-2022 has been done in Dec.-2022 bill with credit of ₹. 11,675.25p. But still, the bill from Jun-Jul/2017 to Aug-2019 has not yet been revised by the OP.  
In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four years. Due to delay in installation of new meter, average billing has 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 agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted with the consumption and a net amount of ₹. 3,881.14p is to be withdrawn from the arrear outstanding.
4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 42,188.45p upto Apr.-2024.

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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed total withdrawal amount of ₹. 20,064.16p (₹ 16,183.02p + ₹ 3,881.14p). Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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 Rupadhar Putel, At/Po-Kudasingha, 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."