



## 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/ 654

Dated, the 20/06/2024

**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/407/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Manoranjan Sahu, At/Po-Kudasingha, Dist-Bolangir	911211180426	9938388996
3	Respondent/s	Name S.D.O (Elect.), No. 11, 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 Manoranjan Sahu  
**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/407/2024**

Sri Manoranjan Sahu,  
At/Po-Kudasingha,  
Dist-Bolangir  
Con. No. 911211180426

**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 inflated bill raised in Feb-2024 with 3073 units. 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, Balangir. The consumer represented that he was served with inflated bill in Feb.-2024 with 3073 units. For that, the arrear was accumulated to ₹. 23,294.04p 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.-2012. The billing dispute raised by the complainant for the inflated billing done in the month of Feb-2024 with 3073 units is not based on the facts. The billing of Feb-2024 with 3073 units has been done as per actual meter reading basis. There is a meter change in Feb-2024 with new meter no. TWSP51132126, hence as per old meter FMR and consumption of new meter, the bill has raised.

Considering the above, the OP requested before the Forum to reject the petition of the complainant 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 05<sup>th</sup> Oct. 2012 and the arrear outstanding upto Apr.-2024 is ₹. 23,294.04p. As complained by the complainant and submission of OP, it is observed by the Forum that,

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**





1. Due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption. As per billing data till Jan-2024, the CMR was 3444 with meter sl. No. LW022608. The said meter has been replaced with a new technical upgraded meter on 20<sup>th</sup> Feb. 2024 with meter sl. No. TWSP51132126. At the time of meter replacement, it was found that the old meter CMR was 6454 where the last billing month i.e. Jan-2024 CMR was 3444. From the above, it is clear evident that this is a case of suppressed meter reading and there is 3010 units (6454-3444) suppressed units to be billed with.

Accordingly, Feb-2024 bill has been generated as follow,

CMR of Jan-2024	: 3444	----- (1)
CMR on meter replacement date (20.02.2024)	: 6454	----- (2)
<b>Differential unit</b>	<b>: 3010</b>	<b>----- (3 = 2-1)</b>
Consumption unit of Feb-2024	: 63	----- (4)
<b>Net billing units of Feb-2024</b>	<b>: 3073</b>	

2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 23,294.04p upto Apr.-2024.
3. During the course of hearing, the OP has agreed with the billing complaints due to suppressed meter reading and initiate the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted from the date of meter installation to meter replacement with the consumption and a net amount of ₹. 5,517.14p 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.

1. The OP has recasted the energy bill of Feb-2024 and the petitioner was convinced with the proposed withdrawal amount of ₹. 5,517.14p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.
2. The Forum advised the OP to allow suitable installment on the revised outstanding arrear amount if the complainant desires and the complainant must adhere the same.

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 Manoranjan Sahu, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**