



# 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/ 668

Dated, the 24/06/2024

**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/416/2024		
2	Complainant/s	Name & Address Sri Premananda Sahu, For Sri Bimbadhar Sahu, At/Po-Mursund, Via-Loisingha, Dist-Bolangir	Consumer No 911313020313	Contact No. 7750056069
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	21.06.2024		
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	21.06.2024		
9	Date of Order	24.06.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Salebhata

**Appeared:**

For the Complainant -Sri Premananda Sahu  
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/416/2024**

Sri Premananda Sahu,  
For Sri Bimbadhar Sahu,  
At/Po-Mursund, Via-Loisingha,  
Dist-Bolangir  
Con. No. 911313020313

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.24.06.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was served with abnormal & inflated bill from Jul-2023 to Nov-2023. For that inflated bills, the arrear has accumulated to ₹. 17,574.02p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.06.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Salebhata Section of Loisingha Sub-division. The consumer represented that he was served with abnormal & inflated bills from Jul-2023 to Nov-2023. For that, the arrear was accumulated to ₹. 17,574.02p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of 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-Dom consumer availing power supply since Apr.-2013. The billing dispute raised by the complainant for the inflated billing from Jul-2023 to Nov-2023 is a genuine dispute. After receipt of complaint, parallel meter was installed on 10<sup>th</sup> Nov. 2023 and kept under observation till 17<sup>th</sup> Nov. 2023 and found that there is error in existing meter. As the above-stated average billing period bill has not 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.)

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 15<sup>th</sup> Apr. 2013 and the arrear outstanding upto May-2024 is ₹. 17,574.02p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer is being billed on actual meter reading basis during Jul-2023 to Nov-2023 which is disputed by the consumer that the meter is showing excess consumption than his actual consumption. The OP has agreed with the same and intimated that after receipt of complaint a parallel meter was installed on 10<sup>th</sup> Nov. 2023 and kept under observation till 17<sup>th</sup> Nov. 2023 and found that the existing meter error is (+) 461%. The details are,

DATE	MAIN METER	PARALLEL METER
10.11.2023	4707	0
17.11.2023	6553	4
	<b>1846</b>	<b>4</b>
<b>in %</b>	<b>-461%</b>	

The report submitted by OP dated 17<sup>th</sup> Nov. 2023 has taken into record.

Hence, the Forum feels the present meter i.e. meter no. 103467 is a defective one. Accordingly, the bills raised with the said meter from Jul-2023 to Nov-2023 needs to be revised under CI-155 of OERC Distribution Code-2019 to redress the consumer grievances.

2. As submitted by OP that a new meter has been installed with meter no. TPWODL1166027 on 18<sup>th</sup> Nov. 2023 and thereafter actual billing was done. In the instant case, it is surprised that the OP is well-known that the previous meter is defective with confirmation of parallel meter observation. But till date the bill has not been revised and pending since 18<sup>th</sup> Nov. 2023. Due to delay in bill revision, the grievance of the consumer has not been redressed. Hence, the Forum directed the OP to be taken care in future and resolve the consumer grievances at the earliest observing OERC Rules & regulations in force..
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 17,574.02 upto May-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. During the course of hearing, the OP has agreed with the billing complaints and initiated the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. **16,798.90p** 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 agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed total withdrawal amount of ₹. 16,798.90p. Hence, the Forum directed the OP to carry-out the revision proposal and 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 Premananda Sahu, At/Po-Mursund, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."**