



## 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/ 693

Dated, the 06/07/2024

**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/433/2024		
2	Complainant/s	Name & Address Sri Ghanashyam Nag, At-Asurmunda, Po-Lachhipur, Dist-Sonepur	Consumer No 911313130018	Contact No. 7735136672
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	05.07.2024		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	05.07.2024		
9	Date of Order	06.07.2024		
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 Lachhipur



**Appeared:**

For the Complainant -Sri Ghanashyam Nag  
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

**Complaint Case No. BGR/433/2024**

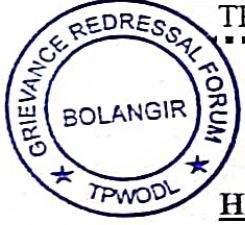
Sri Ghanashyam Nag,  
At-Asurmunda,  
Po-Lachhipur,  
Dist-Sonepur  
Con. No. 911313130018

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER**  
**(Dt.06.07.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.62 KW. The complainant represented that he was served with average bills from Oct.-2011 to Mar.-2014 due to meter defective. For that average bills, the arrear has accumulated to ₹ 35,532.62p 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 : 05.07.2024**

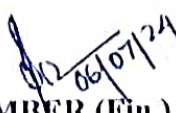
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under FSO-Salebhata Section of Loisingha Sub-division. The complainant represented that he was served with average bills from Oct-2011 to Mar-2014 due to meter defective. For that, the arrear has accumulated to ₹ 35,532.62p 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 Sep.-2003. The billing dispute raised by the complainant for the average billing from Oct-2011 to Mar-2014 was due to meter defective for that period. A new meter with sl. no. 8165071 was installed during Mar-2014, thereafter actual billing has been done. As the above-stated period bill has not revised, it needs bill revision.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT

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 0.62 KW. The consumer has availed power supply since 27<sup>th</sup> Sep. 2003 and the arrear outstanding upto May-2024 is ₹ 35,532.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective with meter no. 315207, the consumer was served with average bills from Oct.-2011 to Mar-2014 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. 8165071 during Mar-2014, thereafter actual billing has 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 year. 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.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 35,532.62p upto May-2024.
3. The OP has admitted with the billing dispute for the above-said period. During the course of hearing, the OP initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and a net amount of ₹ 5,379.54p 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 initiated bill revision on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 5,379.54p. Hence, the Forum directed the OP to carry-out the revision proposal and 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. PADHEE*  
K.S.PADHEE  
CO-OPTED MEMBER

*P.K. SAHOO*  
P.K.SAHOO  
MEMBER (Fin.)

*K.B. SAHU*  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Ghanashyam Nag, At-Asurmunda, Po-Lachhipur, Dist-Sonepur.
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."**