



## 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/ 736<sup>ES</sup>

Dated, the 30/07/2024

**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/479/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Mahadev Biswal, For Sri Banchhabata Biswal, At/Po-Bilaisarda, Dist-Bolangir		911212200047	9337230883
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	26.07.2024			
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	26.07.2024			
9	Date of Order	30.07.2024			
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 Chhatamakhna

**Appeared:**

**For the Complainant**

-Sri Mahadev Biswal

**For the Respondent**

-Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/479/2024**

Sri Mahadev Biswal,  
For Sri Banchhabata Biswal,  
At/Po-Bilaisarda, Dist-Bolangir  
Con. No. 911212200047

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.30.07.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the provisional & average bills raised from Oct-2011 to Apr-May/2015 & erroneous bill from Jun-2015 onwards. 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 : 26.07.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chatamakhna section of Bolangir-II Sub-division. The consumer represented that he was served with provisional & average bills from Oct-2011 to May-2015 due to meter defective. Also, erroneous bills raised from Jun-15 onwards many times. For that, the arrear has accumulated to ₹ 63,942.73p upto Jun.-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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jul.-2000. The billing dispute raised by the complainant for the provisional & average billing from Oct-2011 to May-2015 was due to meter defective for that period. A new meter with sl. no. WCV31004 has been installed during Jul-2015, thereafter actual billing has been done.

Regarding billing dispute for the period Jun-2015 to Jun-2024, all bills have been raised on actual meter reading basis. However, to redress consumer grievances, the bill from Jun-2015 to Jun-2024 is to be recasted as the same meter is continuing.

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 1.5 KW. The consumer has availed power supply since 29<sup>th</sup> Jul. 2000 and the arrear outstanding upto Jun.-2024 is ₹ 63,942.73p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with provisional & average bills from Oct-2011 to May-2015 with meter no. 1906473 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. WCV31004 during Jul-2015, thereafter actual billing has been done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years. In the above case, due to delay in installation of new meter, average billing was done which could have been avoided if the OP was installed the meter without delay for which it is advised to the OP to take some pro-active measure for early replacement of defective meter.

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 been recasted with the consumption and a net amount of ₹. 4,573.04p is to be withdrawn from the arrear outstanding.

2. Regarding billing dispute from Jun-Jul/2015 to Jun-2024, the Forum analysed the consumption pattern and observed that in few months abnormal meter reading has been done. To resolve the consumer grievances and as submitted by the OP, the representation of the complainant must be considered.

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 ₹. 9,350.86p is to be withdrawn from the arrear outstanding.


3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 19,732.80p upto May-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 has convinced with the proposed total withdrawal amount of ₹ 13,923.90p (₹ 4,573.04p + ₹ 9,350.86p). 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.PADHE  
CO-OPTED MEMBER

  
P.K.SAHOO  
MEMBER (Fin.)

  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Mahadev Biswal, At/Po-Bilaisarda, 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."**