



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/ 873^{CS}

Dated, the 12/09/2024

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/450/2024		
2	Complainant/s	Name & Address Sri Uttam Kumbhar, At-Haldipadar, Po/Dist-Sonepur	Consumer No 915101121971	Contact No. 6370657503
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	12.07.2024		
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	12.07.2024		
9	Date of Order	12.09.2024		
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 Sonapur

Appeared:

For the Complainant -Sri Uttam Kumbhar
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/450/2024

Sri Uttam Kumbhar,
At-Haldipali,
Po/Dist-Sonapur
Con. No. 915101121971

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER
(Dt.12.09.2024)**

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.25 KW. The complainant represented that he is being served with abnormal & inflated bill after installation of new meter in Oct.-2021. For that inflated bill, the arrear has accumulated to ₹ 65,292.85p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for replacement of meter and suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 26.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonapur Section of Sonapur Sub-division. The consumer represented that he is being served with abnormal & inflated bill from the date of installation of new meter since Oct-2021 and he is under apprehension that the said meter is recording excess consumption than actual consumption.

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 May-2018. The billing dispute raised by the complainant for the inflated billing from Oct-2021 is not a genuine dispute as all bills were raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.25 KW. The consumer has availed

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

power supply since 04th May 2018 and the arrear outstanding upto Jun.-2024 is ₹ 65,292.85p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter with sl. no. WLT243532 has been installed in the consumer premises on 01st Oct. 2021. The consumer was disputed the accuracy of the meter and represented that the said meter is showing excess consumption than actual consumption.
2. In response to that, the Forum directed the complainant to deposit the required meter testing fees with the licensee within seven days and directed the OP to test the meter at the earliest with submission of detailed report to the Forum. Accordingly, the complainant deposited the required testing fees of ₹ 500/- + GST @ 18% totalling ₹ 590/- on the same date vide receipt no. 44745512072401020001. The OP has tested the meter on 17th Aug. 2024 through parallel meter and submitted the report. The abstract of the PVR is,

"Consumption unit of both meter found same, so the meter may be OK".

The meter test conducted by OP and report generated on 17th Aug. 2024 has taken into record.

Again, the Forum directed the MMG team to check the said meter and accordingly the MMG team tested the meter on 02nd Sep. 2024 and submitted the report. The abstract of the report is,

"During testing of 1-ph whole current static meter, result found OK and within permissible limit, Error % is 0.15%".

The meter test conducted by MMG and report generated on 02nd Sep. 2024 was taken into record.


3. Hence, it is concluded that the present meter i.e. meter no. WLT243532 is OK.

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 disputed meter i.e. sl. no. WLT243532 has been tested and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected and directed to clear the arrear outstanding.

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 Uttam Kumbhar, At-Haldipadar, Po/Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."