



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/ 822⁵

Dated, the 30/08/2024

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/454/2024		
2	Complainant/s	Name & Address Sri Ananda Mahananda, At/Po-Deulpadar, Dist-Sonepur	Consumer No 915102041992	Contact No. 6372448568
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	30.08.2024		
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 Khari

Appeared:

For the Complainant -Sri Ananda Mahananda
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur

Complaint Case No. BGR/454/2024

Sri Ananda Mahananda,
At/Po-Deulpadar,
Dist-Sonepur
Con. No. 915102041992

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.30.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the provisional & average bill raised from Aug-Sep/2013 to Nov.-2023 due to meter defective. 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 : 12.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari Section of Sonepur Sub-division. The consumer represented that he was served with provisional & average bills from Aug-Sep/2013 to Nov-2023 due to meter defective. For that, the arrear has been accumulated to ₹ 18,753.40p 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 Aug.-2018. The billing dispute raised by the complainant for the provisional & average billing from Aug-Sep/2013 to Nov-2023 was due to meter defective for that period. A new meter with sl. no. TWNX312611 has been installed on 27th Dec. 2023, thereafter actual billing is going on. As the above-stated period bill has not been revised, it needs bill revision.

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CO-OPTED MEMBER

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MEMBER (Fin.)
Page 2 of 4

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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 1 KW. The consumer has availed power supply since 28th Aug. 2018 and the arrear outstanding upto Jun.-2024 is ₹ 18,753.40p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Aug-Sep/2013 to Nov.-2023 with meter no. 81642763 which needs bill revision.

The OP admitted the complaint and submitted that against the defective meter, a new meter has been installed with meter no. TWNX312611 on 27th Dec. 2023 and thereafter actual billing is going on. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than ten years. Due to delay in installation of new meter, average billing was 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. The Forum analysed the consumption pattern of the post meter installation period and observed that the monthly consumption is absolutely low. For that, the Forum directed the OP to make a physical inspection of consumer premises and the reason of such low consumption and the report to be submitted within next 7 days. But the OP fails to submit the report within schedule time. After reminder, he has submitted the report on 20th Aug. 2024. The report was prepared by ESO-Khari on 17th Aug. 2024 and intimated that the connected load is 0.078 KW and there is no theft of energy. The said PVR has taken into record.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 18,753.40p upto Jun.-2024.
3. 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 Distribution Code-2019 to redress the consumer grievances.

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 energy bills raised to the consumer from Dec-2021 to Nov.-2023 (restricted to two year) are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (27.12.2023) & FMR-47 (Jun-2024) under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.

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MEMBER (Fin.)
Page 3 of 4

PRESIDENT

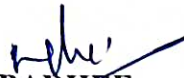


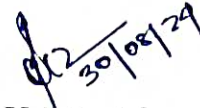
3. All sundries and adjustments are to be considered during the above revision period.

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 Ananda Mahananda, At/Po-Deulpadar, 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."