



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/ 823^G

Dated, the 30/08/2024

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/472/2024		
2	Complainant/s	Name & Address Sri Banamali Padhan, For Sri Ananta Charan Padhan, At-Lukapada, Po-Bilaisarda, Dist-Bolangir	Consumer No 911212050555	Contact No. 8637242323
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) 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	30.08.2024		
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 Bilaisarda

Appeared:

For the Complainant -Sri Banamali Padhan
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/472/2024

Sri Banamali Padhan, - **COMPLAINANT**
For Sri Ananta Charan Padhan,
At-Lukapada,
Po-Bilaisarda,
Dist-Bolangir
Con. No. 911212050555

-Versus-

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



ORDER
(Dt.30.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the average bill raised from Jun-2021 to Jun-2022 due to meter defective and inflated bill raised in Jul-2022 with 2176 units. 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

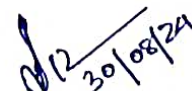
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The consumer represented that he was served with average bills from Jun-2021 to Jun-2022 due to meter defective & inflated bill in Jul-2022 with 2176 units. For that, the arrear has been accumulated to ₹ 38,304.48p 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 Jan.-2013. The billing dispute raised by the complainant for the average billing from Jun-2021 to Jun-2022 and inflated billing for Jul-2022 of 2176 units is a genuine dispute. Due to meter defective observed in Jun-2021, a new meter with sl. no. WLT255476 has been installed during Nov-2021 but due to protocol delay, it has been reflected in Jul.-2022 with CMR : 2111. As there is no data available regarding exact date of meter replacement but as per billing data & meter replacement data available in the billing, the meter has been replaced in 26th Nov. 2021. As the above-stated period bill has not yet revised, it needs bill revision.


CO-OPTED MEMBER


MEMBER (Fin.)
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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 1.5 KW. The consumer has availed power supply since 22nd Jan. 2013 and the arrear outstanding upto Jun.-2024 is ₹ 38,304.48p. 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 average bills from Jun-2021 to Jun-2022, thereafter inflated billing was done in Jul-2022 with 2176 units resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. WLT255476 during Nov-2021 but the exact date of replacement is not available with the OP. The Forum during the course of hearing directed the OP to submit the meter replacement report within seven days but the OP was unable to provide the same. Again, they analysed the billing data and meter replacement data and submitted that the said meter has been replaced on 26th Nov. 2021 but due to delay in updation of meter protocol data, the KWH reading has been captured in Jul.-2022 with CMR : 2111.
2. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 38,304.48p upto Jun.-2024.
4. Based on the consumer complaint for revision of bill for the disputed period, it is observed that the present average consumption is more than the previous average billing. If bill revision will be initiated, additional bill will be added with the arrear outstanding and the consumer will not get any financial benefit from the bill revision. Rather, the complainant will be deprived from the bill revision and the purpose of the complainant will not be fulfilled. Hence, the Forum feels to drop the case.



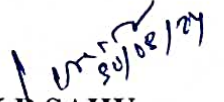
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

As there is no financial benefit to be made out of bill revision, the present case is dropped.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Banamali Padhan, At-Lukapada, 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.”