

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/ 758

Dated, the 08/08/2024

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/485/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Hemanta Parua, For Sri Gaja Parua, At/Po-Pipirda, Dist-Bolangir	911212350180	7855802090
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.08.2024		
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) <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	06.08.2024		
9	Date of Order	08.08.2024		
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 Hemanta Parua
For the Respondent -Sri Jagannath Mohanty, ESO, Chhatamakhna (Representative)

Complaint Case No. BGR/485/2024

Sri Hemanta Parua,
For Sri Gaja Parua,
At/Po-Pipirda,
Dist-Bolangir
Con. No. 911212350180

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.08.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by Shri Hemanta Parua represented for Shri Gaja Parua who is LT-Dom. consumer availing a CD of 0.11 KW. He has disputed the erroneous bill raised in Dec-2022 with 3003 units and subsequently average billing till Oct-2023. 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 : 06.08.2024

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 erroneous bill in Dec-2022 with 3003 units and subsequently average bill from Jan-2023 to Oct-2023. For such, the arrear has accumulated to ₹. 77,013.37p till Jul.-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 billing ledger from Jan-2018 to Jun-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jan-2018. The billing dispute raised by the complainant for the inflated billing done in the month of Dec-2022 with 3003 units and from the next month onwards average billing till Oct-2023 was due to defective meter and subsequently the said meter has been replaced in Nov-2023.

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

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT
08/08/24

FINDINGS AND ANALYSIS OF THE FORUM

The case is perused with all available documents in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 0.11 KW. The consumer has availed power supply since 05th Jan. 2018 and the arrear outstanding upto Jul.-2024 is ₹. 77,013.37p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract supported with FG meter replacement data, the consumer was billed with 3003 units in Dec-2022 and in the next month, the said meter became defective for which average billing was done till Oct-2023. Hence, the billing for Dec-2022 though generated on actual basis but it is erroneous.
2. In the subsequent month, the consumer was billed with average basis as the meter was defective.
3. The OP has been replaced the defective meter with a new meter with meter no. TWSP51082115 on 15th Nov. 2023, thereafter actual billing is going on.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during erroneous billing months & meter defective period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, during the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 76,051.45p is to be withdrawn from the arrear outstanding.

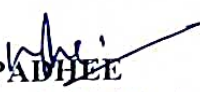


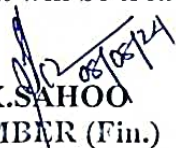
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

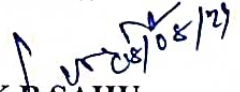
The OP has re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 76,051.45p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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. PAIDHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Hemanta Parua, At/Po-Pipirda, 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."