



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/ 842⁽⁵⁾

Dated, the 31/08/2024

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/486/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Gajin Majhi, For Sri Parme Majhi, At/Po-Bilaisarda, Dist-Bolangir		911212200179	6370319614
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	31.08.2024			
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 Gajin Majhi
For the Respondent -Sri Jagannath Mohanty, ESO, Chhatamakhna (Representative)

Complaint Case No. BGR/486/2024

Sri Gajin Majhi,
For Sri Parme Majhi,
At/Po-Bilaisarda,
Dist-Bolangir
Con. No. 911212200179

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.31.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Gajin Majhi who is LT-Dom. consumer availing a CD of 2.14 KW. He has disputed about generation of two no. of bills against a same consumer and for one connection where the consumer nos are 9112-1220-0179 (original connection) & 9112-1220-0238 (duplicate connection). Also, he was disputed the provisional & average bill raised from Oct-Nov/2014 to Sep-Oct/2023 due to meter defective. He was 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 is receiving two no. of bills for a single connection i.e. 9112-1220-0179 & 9112-1220-0238 for which he requested before the Forum to drop the duplicate bill having cons. no. 9112-1220-0238. Also, he was served with provisional & average bills from Oct-Nov/2014 to Sep-Oct/2023 due to meter defective. For that, the arrear has been accumulated to ₹ 1,42,637.08p upto 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 relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Feb.-2014. The billing dispute raised by the complainant for the duplicate billing is true. Actually, the original consumer no. is 9112-1220-0179 but due to clerical error, duplicate bill has been generated against the same

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PRESIDENT

connection with cons. no. 9112-1220-0238 which needs to be waived from the database. Also, average billing from Oct-Nov/2014 to Sep-Oct/2023 was due to meter defective for that period. Against that defective meter, a new meter with sl. no. TWSP1053956 has been installed on 09th Nov. 2023, thereafter actual billing is going on. As the above-stated period bill was not revised, it needs bill revision.

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 1.7 KW. The consumer has availed power supply since 02nd Feb. 2014 and the arrear outstanding upto Jul.-2024 is ₹ 1,42,637.08p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that though there is a single connection exists with cons. no. 9112-1220-0179 but a duplicate bill has been generated in the same premises with cons. no. 9112-1220-0238. The OP admitted the facts as represented by the complainant. Also, the OP submitted two no. of PVR dated 06th Aug. 2024 and certified that the later connection with cons. no. 9112-1220-0238 is duplicate connection which needs to be stopped and all the billing made to be withdrawn.

The Forum analysed the documents provided by both the parties and of the opinion to stop the billing of the duplicate bill 9112-1220-0238 and all the billings to be withdrawn.

2. Due to meter defective, the consumer was served with average bills from Oct-Nov/2014 to Sep-Oct/2023 with meter no. 4576707 resulting accumulation of arrear outstanding. Against the defective meter, a new meter has been installed by OP with meter no. TWSP1053956 on 09th Nov. 2023, 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 eight 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 has 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. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter. 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 ₹ 75,082.04p is to be withdrawn from the arrear outstanding.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,42,637.08p upto Jul.-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.

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PRESIDENT

1. The energy bills raised to the consumer against con. No. 9112-1220-0238 from the date of supply to till date is to be withdrawn. Any payment made against this connection should be adjusted against cons. no. 9112-1220-0179. Also, cons. no. 9112-1220-0238 should be tagged with PDC category.
2. The OP has re-calculated the bill of cons. no.: 9112-1220-0179 and the petitioner was convinced with the proposed withdrawal amount of ₹ 75,082.05p. 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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Gajin Majhi, 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."