

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/ 959

Dated, the 27/09/2024

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/502/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Tikeman Majhi, At/Po-Gudighat, Dist-Bolangir		912213023411	9348643868
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	07.08.2024			
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) 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	29.08.2024	19.09.2024		
9	Date of Order	27.09.2024			
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: GRF, Bolangir

Appeared:

For the Complainant -Smt. Mithila Majhi (Representative)
For the Respondent -Sri Bijaya Kumar Rout, OAG-II (Authorised Representative)

Complaint Case No. BGR/502/2024

Sri Tikeman Majhi,
At/Po-Gudighat,
Dist-Bolangir
Con. No. 912213023411

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.27.09.2024)

The complainant has filed a complaint on 07th Aug. 2024 at Muribahal Camp court which was registered as Case no. 502/2024. Accordingly hearing date was fixed on 29th Aug.2024. Notice was issued to both the parties to remain present on the said date.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous & inflated bill in Dec-2022 with 11159 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 : 29.08.2024

On the above date, the complainant was absent on the other hand Sri Bijaya Kumar Rout, OAG-II, Electrical Sub-Division, TPWODL, Kantabanji was appeared as opposite party on behalf of S.D.O (Elect.), Kantabanji for which next date of hearing was fixed on 19th Sep. 2024. Accordingly, notice was issue to both the parties to remain present on the said date.

PROCEEDING OF HEARING DATED: 19.09.2024

During second hearing on dt.19.09.2024 on behalf of Complainant Smt. Mitjhila Majhi was appeared as representative of Complainant whereas opposite party did not appear.

The case was heard in detail.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that he has received inflated and erroneous bill in Dec-2022 with 11159 units. For that, the arrear has been accumulated to ₹ 69,211.04p upto Aug.-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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jan.-2020. The billing dispute raised by the complainant for the abnormal billing in Dec-2022 was due to provisional billing from the date of supply to Nov-2022. In Dec-2022, an actual bill was served for 11159 units with meter no. LW426924. Due to defective in the meter, the meter was changed on 30th Jan. 2023 with a new meter having sl. no. TW02063571.

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 1 KW. The consumer has availed power supply since 20th Jan. 2020 and the arrear outstanding upto Aug.-2024 is ₹ 69,211.04p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Power supply to the consumer has been released and billing was done with AVERAGE status till Nov.-2022 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future. Due to such fictitious average billing till Nov.-2022 resulting accumulation of arrear outstanding. The matter was detected in Dec.-2022 and all unbilled units of 11159 units was billed in Dec-2022 and in the next month, the said meter became defective for which a new meter has been installed on 30th Jan. 2023 having meter no. TW02063571. Hence, the billing for Dec-2022 though generated on actual basis but it is erroneous and needs to be revised under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.
2. During the course of hearing, the complainant has disputed that there is error in the present meter for which it is recorded excess consumption than actual consumption. To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees of ₹ 500/- + GST @ 18% with the licensee so that the meter will be tested at site by the MMG team. But the complainant has not deposited the required fees. The OP reminded again to deposit the testing fees but till date the complainant has not deposited. Also, there is no response from the complainant end.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Taking the above into consideration, the complainant fails to comply the direction given by the Forum regarding deposit of meter testing fees so that his grievances will be redressed. The Forum has taken this as a **SERIOUS NOTE** for such non-compliance of direction of Forum at the end of the complainant. Hence, the complaint about meter accuracy is hereby ruled-out.

3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 69,211.04p upto Aug.-2024.
4. 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.

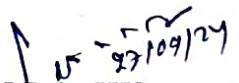
1. The energy bills raised to the consumer from Jan.-2021 to Dec.-2022 (restricted to two year) are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (30.01.2023) & FMR : 2291 (Jul.-2023) under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
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 Tikeman Majhi, At/Po-Gudighat, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."