



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 781^{CS}

Dated, the 16/08/2024

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/510/2024			
2	Complainant/s	Name & Address Smt. Giribala Sahu, For Benarjit Lughan, Medical Quarter, SDH Patnagarh (Hospital Colony, At/Po-Patnagarh, Dist-Bolangir		Consumer No 912311030112	Contact No. 7683944727
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.08.2024			
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	09.08.2024			
9	Date of Order	16.08.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Patnagarh

Appeared:

For the Complainant -Smt. Giribala Sahu
For the Respondent -Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/510/2024

Smt. Giribala Sahu, - **COMPLAINANT**
For Benarjit Lughan,
Medical Quarter, SDH Patnagarh (Hospital Colony),
At/Po-Patnagarh,
Dist-Bolangir
Con. No. 912311030112

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Patnagarh



ORDER
(Dt.16.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 3 KW. The complainant represented that he was served with abnormal & inflated bill in Jun-2024 with 1205 units. For that inflated bills, the arrear has accumulated to ₹ 7,237.20p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 09.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The consumer represented that she was served with abnormal & inflated bill in Jun.-2024 with 1205 units. For that, the arrear has accumulated to ₹ 7,237.20p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of 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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated billing in Jun.-2024 is a genuine dispute as after receipt of consumer complainant, the said meter was tested on 25th Jul. 2024 by MMG team and found that there is an error of 30.11%.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Jun.-2024 is ₹ 7,237.20p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed with 1605 units in Jun-2024 which was disputed by the complainant and represented that such huge consumption is not possible as there is no addition of extra load in her premises. The complainant has raised dispute before the OP earlier. Against that, the OP has arranged meter testing on 25th Jul. 2024 by MMG team.
2. The MMG team was tested the meter on 25th Jul. 2024 and submitted the report. The abstract of the PVR is,

“After successful testing the meter, the meter was found to faulty with an error of (+) 30.11%. Also, meter is reading current more than the accucheck. Hence, meter replacement is required.”

The meter test conducted by MMG team and report generated on 25th Jul. 2024 has taken into record.


3. Hence, it is concluded that the present meter i.e. meter no. WLT278566 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised with the said meter from Jun.-2024 to till the date of meter replacement needs to be revised under CI-155 of OERC Distribution Code-2019 to redress the consumer grievances.

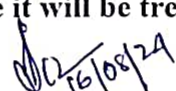
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
2. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from Jun.-2024 to till the date of new meter installation under CI-155 of OERC Regulation Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. 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 seven months after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.P. KHAR
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Smt. Giribala Sahu, Medical Quarter, SDH Patnagarh (Hospital Colony, At/Po-Patnagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”