



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/ 793⁵

Dated, the 29/08/2024

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/513/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Tripurari Sahu, For Sri Ganeswar Sahu, At-Kulhiakani, Po-Raxa, Dist-Sonepur	915201170047	9937547362	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), TPWODL, B.M.Pur	Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	13.08.2024			
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	13.08.2024			
9	Date of Order	29.08.2024			
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 Ulunda

Appeared:

For the Complainant -Sri Tripurari Sahu
For the Respondent -Sri Soumyaranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/513/2024

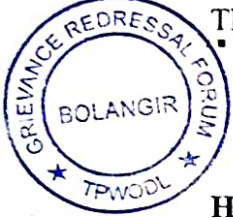
Sri Tripurari Sahu,
For Sri Ganeswar Sahu,
At-Kulhiakani,
Po-Raxa,
Dist-Bolangir
Con. No. 915201170047

- COMPLAINTANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- OPPOSITE PARTY



ORDER
(Dt.29.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the provisional & average bill raised from Oct-Nov/2012 to Jun-Jul/2019 due to meter defective. 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 : 13.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Ullunda section of B M Pur Sub-division. The consumer represented that he was served with provisional & average bills from Oct-Nov/2012 to Jun-Jul/2019 due to meter defective. For that, the arrear has been accumulated to ₹ 46,933.12p 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 Oct-2001. The billing dispute raised by the complainant for the provisional & average billing from Oct-Nov/2012 to Jun-Jul/2019 was due to meter defective for that period. A new meter with sl. no. LW383460 has been installed during Aug.-2019, thereafter actual billing is going on. As the above-stated period bill has not been revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

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 2 KW. The consumer has availed power supply since 10th Oct. 2001 and the arrear outstanding upto Jul.-2024 is ₹ 46,933.12p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter defective, he was served with average bills from Oct-2012 to Jul-2019 with meter no. 1794716 which needs bill revision.

The OP admitted the complaint and submitted that against the defective meter, a new meter has been installed with meter no. LW383460 during Aug.-2019 and thereafter actual billing is going on. The defective billing period needs bill revision as per consumption of new meter observing TPWODL guidelines.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than six years. 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 be taken care in future.

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 ₹ 11,498.32p is to be withdrawn from the arrear outstanding.


2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 46,933.12p 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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was also convinced with the proposed withdrawal amount of ₹ 11,498.32p. 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 Tripurari Sahu, At-Kulhiakani, Po-Raxa, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."