



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/ 810⁶¹

Dated, the 30/08/2024

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/518/2024		
2	Complainant/s	Name & Address Sri Gajendra Putel, For Sri Bijaya Putel, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir	Consumer No 912123061417	Contact No. 9556773359
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	14.08.2024		
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	14.08.2024		
9	Date of Order	30.08.2024		
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 Kholan

Appeared:

For the Complainant -Sri Gajendra Putel
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/518/2024

Sri Gajendra Putel,
For Sri Bijaya Putel,
At/Po-Kholan, Via-Titilagarh,
Dist-Bolangir
Con. No. 912123061417

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.30.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Gajendra Putel who is LT-Dom. consumer availing a CD of 2 KW. He has disputed the average bill raised from Nov-Dec/2018 to Jan.-2023 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 : 14.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The consumer represented that he was served with average bills from Nov-Dec/2018 to Jan-2023 due to meter defective. For such, the arrear has accumulated to ₹ 22,748.99p 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 billing ledger from May-2009 to Jul.-2024. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Apr.-2009. The billing dispute raised by the complainant for the average billing from Nov-Dec/2018 to Jan-2023 is due to meter defective for that period. A new meter with sl. no. WHL010622 has been installed on 27th Oct. 2021 but due to protocol delay, it has been reflected in Feb.-2023 with CMR : 454, thereafter actual billing is going on. As the above-stated period bill has 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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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 18th Apr. 2009 and the arrear outstanding upto Jul.-2024 is ₹ 22,748.99p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Nov-Dec/2018 to Jan-2023 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. WHL010622 on 27th Oct. 2021 but due to delay in updation of meter protocol data, the KWH reading has been captured in Feb-2023 with CMR : 454. Accordingly, delay meter updation revision has been done with credit of ₹ 8,972.45p for the period Oct-2021 to Jan-2023 and reflected in the bill of Feb-2023 (served in Mar.-2023).
3. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two years. Due to delay in installation of new meter, average billing has 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.
4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 22,748.99 upto Jul.-2024.
5. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
6. 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 Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, during the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill was recalculated with the consumption and an amount of ₹ 9,663.73p 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 recasted the energy bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 9,663.73p. 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.PADHIE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Gajendra Putel, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."