



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 815

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/525/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Ranjit Kumar Behera, At-Patharla, Po-Kholan, Via-Titilagarh, Dist-Bolangir	912122070809	9853580387
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)		
		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 Ranjit Kumar Behera
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/525/2024

Sri Ranjit Kumar Behera,
For Sri Umakanta Behera,
At-Patharla,
Po-Kholan,
Via-Titilagarh,
Dist-Bolangir
Con. No. 912122070809

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.30.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the accuracy of the present meter which has been installed on 19th Sep. 2019. He has submitted his grievances for replacement of meter and 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 the present meter installed during Sep-2019 is showing excess consumption than actual consumption. The complainant raised dispute about the accuracy of the present meter and requested before the Forum for replacement of meter and suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug.-2015. The billing dispute raised by the complainant about the accuracy of the present meter is not based on the facts as all the bills have been raised on actual meter reading.

Considering the above, the OP requested before the Forum to reject the petition of the petitioner 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 13th Aug. 2015 and the arrear outstanding upto Jul.-2024 is ₹. 1,84,965.43p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer is billed on ACTUAL METER READING basis with meter no. LW228756 on 19th Sep. 2019. The consumer has disputed about the accuracy of the present meter and apprehended that the present meter is showing consumption than the actual consumption.

To resolve the issue, the Forum during the hearing process directed the OP to test the meter by the MMG team and report must be submitted within seven days. The complainant has deposited the required meter testing fees of ₹ 500/- & ₹ 90/- (GST) on the same day. The MMG Balangir team has inspected the meter on 18th Aug. 2024 and found that the meter is OK and the error (%) is 0.36% which is within permissible limit. The report submitted by MMG team as taken into record.

From the above test report of MMG tam, it is concluded that the present meter sl. No. LW228756 installed on 19th Sep. 2019 is out of error.

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.

As the present meter accuracy is OK and error % is within permissible limit, the petition of the petitioner is hereby rejected and directed the complainant to clear the arrear outstanding.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ranjit Kumar Behera, At-Patharla, 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."