



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/ 227⁵

Dated, the 31/08/2024

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/532/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sanatan Meher, For Late Iswara Meher, At/Po-Nuapada, Via-Tusura, Dist-Bolangir		911523040120	9938938011
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.08.2024			
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	20.08.2024			
9	Date of Order	31.08.2024			
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 Tusura

Appeared:

For the Complainant -Sri Santaan Meher
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/532/2024

Sri Sanatan Meher,
For Late Iswara Meher,
At/Po-Nuapada,
Via-Tusura,
Dist-Bolangir
Con. No. 911523040120

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.31.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 5 KW. He has disputed about the erroneous and average bills raised from Aug-Sep/2007 to Mar-Apr/2012 & inflated bill in Jul-2021. 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 : 20.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura section of Tusura Sub-division. The consumer represented that he was served with average bills from Aug-Sep/2007 to Mar-Apr/2012 & inflated bill in Jul-2021. For that, the arrear has been accumulated to ₹ 1,64,977.34p 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing Aug-Sep/2007 to Mar-Apr/2012 was due to meter defective for which the billing dispute was arised. Against that defective meter, a new meter was installed during May-Jun/2012. Thereafter, actual billing was done. The average billing period has not yet revised which needs bill revision. Also, the billing dispute raised by the complainant for the inflated billing done in the month of Jul.-2021 of 15054 units is a genuine dispute. This was


CO-OPTED MEMBER


MEMBER (Fin.)
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PRESIDENT

happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the above-stated period bill has not been 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.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 5 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Jul.-2024 is ₹ 1,64,977.34p. 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 Aug-Sep/2007 to Mar-Apr/2012 with meter no. 1821138 resulting accumulation of arrear outstanding. Against that, a new meter was installed by OP with meter no. 348644 during May-Jun/2012, thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four years. In the above case, due to delay in installation of new meter, average billing was done which could have been avoided if the OP was installed the meter without delay for which it is advised to the OP to take some pro-active measure for early replacement of defective meter.

During the course of hearing, the OP was 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 ₹ 14,690.15p is to be withdrawn from the arrear outstanding.

2. The consumer represented that erroneous reading & inflated billing was done in the month of Jul.-2021 with 15054 units which needs bill revision as per actual meter reading. The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 9,156.72p is to be withdrawn from the arrear outstanding.

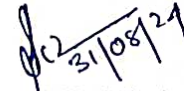
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 1,64,977.34p upto Jul.-2024.

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 re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 23,846.87p (₹ 14,690.15p + ₹ 9,156.72p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.





CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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 Sanatan Meher, At/Po-Nuapada, Via-Tusura, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."