



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/ 887⁶

Dated, the 17/09/2024

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/583/2024		
2	Complainant/s	Name & Address Sri Jagannath Meher, At-Juria, Po-Luhasingha, Dist-Bolangir	Consumer No 912314110538	Contact No. 9556812379
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	28.08.2024		
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	28.08.2024		
9	Date of Order	17.09.2024		
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 Juria

Appeared:

For the Complainant -Sri Jagannath Meher

For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/583/2024

Sri Jagannath Meher,
At-Juria,
Po-Luhasingha,
Dist-Bolangir
Con. No. 912314110538

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.17.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.7 KW. He was disputed the average bills raised from Apr.-2014 to Sep-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: 28.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhhol section of Patnagarh Sub-division. The consumer represented that he was served with average bills from Apr-2014 to Sep-2019 due to meter defective. For that, the arrear has been accumulated to ₹ 47,853.21p 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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar.-2011. The billing dispute raised by the complainant for the average billing from Apr-2014 to Sep-2019 was due to meter defective for that period. A new meter with sl. no. LW261962 has been installed on 06th Aug. 2019. thereafter actual billing is going on. That after receipt of complaint, the said disputed bill has been revised in obedience to OERC Regulation and withdrawn ₹ 8,271.13 on 31st Mar. 2024.

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 1.7 KW. The consumer has availed power supply since 11th Mar. 2011 and the arrear outstanding upto Jul.-2024 is ₹ 47,853.21p. 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 Apr-2014 to Sep-2019 with meter no. 997726 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW261962 on 06th Aug. 2019 and thereafter actual billing is going on. After receipt of complaint, the said disputed bill has been revised in obedience to OERC Regulation and withdrawn ₹ 8,271.13 on 31st Mar. 2024.

2. During the hearing process, the Forum observed that the consumer is being billed with "DEFECTIVE METER" since Feb-2024. But as per MMG team report, the said defective meter has already been replaced with a new one on 19th Mar. 2024 having meter no. TWB111592. The report copy submitted by MMG was taken into record.


It is the responsibility of the licensee to replace the defective meter at the earliest and must be captured in the billing to ascertain actual billing of the consumer but in the above case, there is a violation at the end of the licensee which needs to be rectified immediately.

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. **The OP has already revised the disputed bill and withdrawn ₹ 8,271.13p on 31st Mar. 2024. Accordingly, the complaint of the petitioner is dropped.**
2. **The OP is directed to capture the meter replacement done in 19th Mar. 2024 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 Jagannath Meher, At-Juria, Po-Luhasingha, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."