



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/ 971⁵

Dated, the 30/09/2024

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/592/2024																											
2	Complainant/s	Name & Address Sri Khirasindhu Meher, For Sri Makardhawaj Meher, At-Telipali (Jashpur), Po-Meghla, Dist-Sonepur		Consumer No 915303070156	Contact No. 9938109354																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	03.09.2024																											
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td>15. Others (Specify) –</td><td></td><td></td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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6. Others																													
8	Date(s) of Hearing	03.09.2024																											
9	Date of Order	30.09.2024																											
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 Binka

Appeared:

For the Complainant -Sri Khirasindhu Meher
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/592/2024

Sri Khirasindhu Meher,
For Sri Makardhawaj Meher,
At-Telipali (Jashpur),
Po-Meghla, Dist-Sonepur
Con. No. 915303070156

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.30.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW since Dt.06/04/2001 He was served with provisional bill from date of supply upto Feb-04 on the basis of house locked. New meter was installed in May-2004 and actual billing started upto Oct-04 and then Avg billing continued upto Feb-19 on meter defective basis. A new meter with Sl. No-LW194404 was installed on Dt.28/02/2019 and then actual billing started. Above meter replaced with another meter having Sl. No-TWSP51004280 in both Aug-2023 and still continuing. A debit sundry of Rs.29964=00 was made in DEC-18 for no meter assessment for PVR prepared on Dt.11.10.18 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: 03.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

He was served with provisional bill from date of supply upto Feb-04 on the basis of house locked. New meter was installed in May-2004 and actual billing started upto Oct-04 and then Avg billing continued upto Feb-19 on meter defective basis. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

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 stated that the Complainant is a LT-Dom. consumer availing a CD of 1 KW since Dt.06/04/2001 He was served with provisional bill from date of supply upto Feb-04 on the basis of house lock. New meter was installed in May-2004 and actual billing started upto Oct-04 and then Avg billing continued upto

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Feb-19 on meter defective basis. A new meter with Sl. No-LW194404 was installed on Dt.28/02/2019 and actual billing started. Above meter replaced with another meter having Sl. No-TWSP51004280 in 10.08.2023 and still continuing. A debit sundry of Rs.29964=00 was made in DEC-18 for no meter assessment for PVR prepared on Dt.11.10.18.

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 1 KW. The consumer has availed power supply since 06th Apr. 2001 and the arrear outstanding upto Jul.-2024 is ₹ 205449.20p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has availed power supply with defective meter from Dec-04 to Feb-19 and an inventory was made for no meter on Dt.11.10.18 and debit sundry of Rs.29964=00 was made in DEC-18.

1. A new meter with sl. no TWSP51004280 has been installed on 10th Aug-2023, thereafter actual billing has been done. Due to billing with defective meter and no meter the consumer was served with average bills from Nov-04 to Mar-19 resulting accumulation of arrear outstanding.
2. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period i.e. after detection of unauthorised use of electricity i.e. dt.11.10.2018 to dt.28.02.2019 is to be revised under Cl-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.


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 bills raised during meter defective period from dt.11.10.2018 to dt.28.02.2019 is to be revised considering IMR '0' (IMR on dt.28.09.2019) and FMR '624' (CMR of Dec-2019) under Cl-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.**
2. **All sundries and adjustments are to be considered during the above revision period.**
3. **DPS is to be billed as per OERC Regulation.**

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 Khirasindhu Meher, At-Telipali (Jashpur), Po-Meghla, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."