



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/ 892

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/599/2024		
2	Complainant/s	Name & Address Sri Navi Kumbhar, At-Sikapatrapali, Po-Kamarlaga, Dist-Bolangir	Consumer No 912421140012	Contact No. 7328089892
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	04.09.2024		
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	04.09.2024		
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 Belgaon

Appeared:

For the Complainant -Sri Navi Kumbhar
For the Respondent -Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Complaint Case No. BGR/599/2024

Sri Navi Kumbhar,
At-Sikapatrapali,
Po-Kamarlaga,
Dist-Bolangir
Con. No. 912421140012

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.17.09.2024)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Navi Kumbhar who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the average bills raised from Jan-2015 to Nov-2019 for defective meter & inflated bill of Jul-2024. He has also 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 : 04.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belgaon section of Saintala Sub-division. The consumer represented that he has received energy bill with defective meter from Jan-2015 to Nov-2019 & inflated and erroneous bill of Jul-2024. For that, the arrear has been accumulated to ₹ 49,776.35p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar.-2012. The billing dispute raised by the complainant for the average billing from Jan-2015 to Nov-2019 was due to meter defective for that period. A new meter with sl. no. LW412030 was installed during on 11th Nov. 2019, thereafter actual billing was done. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Secondly, the billing dispute raised by the complainant for the inflated billing of done in the month of Jul.-2024 is a genuine dispute. This has 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 1 KW. The consumer has availed power supply since 17th Mar. 2012 and the arrear outstanding upto Jul.-2024 is ₹ 49,776.35p. 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 Jan-2015 to Nov-2019 with meter no. 6034851 resulting accumulation of arrear outstanding. A new meter was installed by OP with meter no. LW412030 on 11th Nov. 2019, 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.

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 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 ₹ 14,584.65p is to be withdrawn from the arrear outstanding.

2. The consumer represented that erroneous reading & inflated billing was done in the month of Jul.-2024 with 3364 units which needs bill revision as per actual meter reading.

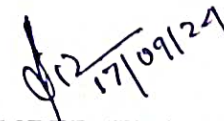
The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines.

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 ₹ 3,250.35p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 49,776.35p upto Jul.-2024.




CO-OPTED MEMBER


MEMBER (Fin.)
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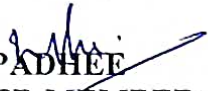
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code'2019.

The OP has re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 17,835.00p (₹ 14,584.65p + ₹ 3,250.35p). 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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Navi Kumbhar, At-Sikapatrapali, Po-Kamarlaga, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."