

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/ 919^{GS}

Dated, the 19/09/2024

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/609/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sankar Padhan, At-Keserkela, Po-Bubel, Dist-Bolangir	915103070228	9938062808	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonapur	Division Sonapur Electrical Division, TPWODL, Sonapur		
4	Date of Application	11.09.2024			
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) 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	11.09.2024			
9	Date of Order	19.09.2024			
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 Tarbha

Appeared:

For the Complainant -Sri Sankar Padhan
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/609/2024

Sri Sankar Padhan,
At-Keserkela,
Po-Bubel,
Dist-Bolangir
Con. No. 915103070228

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.19.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the accuracy of the present meter which has been installed on 31st Aug. 2021. 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 : 11.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The consumer represented that the present meter installed during Aug-2021 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 Jan.-2003. 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.)
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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 22nd Jan. 2003 and the arrear outstanding upto Aug.-2024 is ₹ 99,835.29p. 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. WLT236302 on 31st Aug. 2021. The consumer has disputed about the accuracy of the present meter and apprehended that the present meter is showing excess 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 Bolangir team has inspected the meter on 18th Aug. 2024 and found that the meter is OK and the error (%) is 0.88% 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. WLT236302 installed on 31st Aug. 2021 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 Sankar Padhan, At-Keserkela, Po-Bubel, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."