

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/ 953⁽⁵⁾

Dated, the 26/09/2024

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/615/2024		
2	Complainant/s	Name & Address Sri Amarabindo Padhan, At-Kutenpali, Po-Duspur, Via-Rajendra College, Dist-Bolangir	Consumer No 911225330539	Contact No. 8847884131
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	12.09.2024		
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	12.09.2024		
9	Date of Order	26.09.2024		
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 Duspur

Appeared:

For the Complainant -Sri Amarabindo Padhan

For the Respondent -Sri Riazul Hoque, ESO, REC, Bolangir (Representative)

Complaint Case No. BGR/615/2024

Sri Amarabindo Padhan,
At-Kutenpali,
Po-Duspur,
Via-Rajendra College,
Dist-Bolangir
Con. No. 911225330539

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY



**ORDER
(Dt.26.09.2024)**

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. The complainant represented that he is being served with abnormal & inflated bill after installation of new meter in Nov.-2022. For that inflated bill, the arrear has been accumulated to ₹ 20,354.66p upto Aug.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Sub division-II, Balangir. The consumer represented that he is served with abnormal & inflated bill from the date of installation of new meter i.e. Nov.-2022 and he is in apprehension that the said meter is recording excess consumption than actual consumption. The complainant raised dispute against the said period and requested before the Forum for replacement of meter and suitable revision of 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 Sep.-2018. The billing dispute raised by the complainant for the inflated billing from Nov.-2022 is not a genuine dispute as all bills are raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum to pass order as deemed fit.

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 16th Sep. 2018 and the arrear outstanding upto Aug.-2024 is ₹ 20,354.66p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter of the consumer has been replaced with a new smart meter on 29th Nov. 2022 with meter sl. no. TPWODL1106097. The consumer has disputed the accuracy of the meter and represented that the said meter is showing excess consumption than actual consumption.
2. In response to that, the Forum directed the complainant to deposit the required meter testing fees with the licensee within seven days and directed the OP to test the meter by the MMG team at the earliest with submission of detailed report to the Forum. But the consumer was not deposited the requisite fees within schedule time. However, the OP arranged for meter testing with MMG team, The MMG team was tested the meter on 20th Sep. 2024 and submitted the report. The abstract of the PVR is,

“The meter seal has been broken and consumer refused to do meter testing, telling meter is OK.”

The meter test conducted by MMG team and report generated on 20th Sep. 2024 has been taken into record.

3. From the above, the Forum observed that the complainant is not cooperating with MMG team for meter testing for which he has raised dispute and submitted complaint before the Forum. Also, the MMG team pointed out that the meter seals have been broken which attracts Sec-126 of Electricity Act 2003. The Forum advised the OP to initiate necessary action under Sec-126 of Electricity Act 2003. Also, as the seals of existing meter have been broken, a new meter is to be installed.

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. **Due to non-cooperation of the complainant, the meter testing could not be carried-out for which the petition of the complainant is hereby rejected.**
2. **As the seals of the present meter have been broken, a new meter is to be installed immediately to ascertain actual consumption.**
3. **The required meter testing fees of ₹ 500/- must be debited against the consumer in the energy 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 Amarabindo Padhan, At-Kutenpali, Po-Duspur, Via-Rajendra College, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."