

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/ 961

Dated, the 27/09/2024

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/617/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Anta Harpal, For Sri Subarna Harpal, At-Sundribhana, Po-Chhatapipal, Via-R.College, Dist-Bolangir	911225110202	9556608252	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), No. II, TPWODL, Bolangir	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	27.09.2024			
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 Anta Harpal
For the Respondent -Sri Riazul Hoque, ESO, REC, Bolangir (Representative)

Complaint Case No. BGR/617/2024

Sri Anta Harpal,
For Sri Subarna Harpal,
At-Sundribhana, Po-Chhatapipal,
Via-Rajendra College,
Dist-Bolangir
Con. No. 911225110202

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.27.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed the inflated bills raised in Jul.-2024 with 1126 units. He has filed the 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 : 12.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Sub division-II, Balangir. The complainant represented that he was served with erroneous & inflated bill in Jul.-2024 with 1126 units. For that, the arrear has been accumulated to ₹ 13,538.04p upto Aug.-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 Jan.-2013. The billing dispute raised by the complainant for the for the inflated billing done in the month of Jul.-2024 is a genuine dispute. The energy meter of the consumer was defective from Apr-2016 to Jun-2024. The defective meter has been replaced on 23rd Apr. 2024 having meter no. TWST1732267 (Genus make) but due to protocol delay, it has been reflected in Jul.-2024 with CMR : 1126, thereafter actual billing is going on. As the above-stated period bill has not 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.


CO-OPTED MEMBER


MEMBER (Fin.)


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 01st Jan. 2013 and the arrear outstanding upto Aug.-2024 is ₹ 13,538.04p. 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 Apr-2016 to Jun-2024 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. TWST1732267 (Genus make) on 23rd Apr. 2024 but due to delay in updation of meter protocol data, the KWH reading has been captured in Jul.-2024 with CMR : 1126.

In this regard, the OP submitted the meter replacement document which was prepared at the time of meter replacement where it was mentioned that the defective meter has been replaced on 23rd Apr. 2024. The meter installation / replacement protocol sheet prepared on dated 23rd Apr. 2024 has been taken into record.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than eight years. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 13,538.04p upto Aug.-2024.
3. On scrutiny of the documents, it is observed by the Forum that the energy bill raised from the date of meter replacement to Jul.-2024 needs bill revision under CI-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 energy bills raised to the consumer from the date of meter replacement i.e. 23rd Apr. 2024 to Jul.-2024 are to be revised considering IMR : 0 (23.04.2024) & FMR : 1126 (Jul.-2024) under CI-155 & 157 of OERC Distribution Code 2019.**
2. **All sundries and adjustments are to be considered during the above revision period.**

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 Anta Harpal, At-Sundribhana, Po-Chhatapipal, 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."