

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/ 955 (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/623/2024			
2	Complainant/s	Name & Address Sri Braja Kishor Merli, For Sri Gaiutia Budha Merli, At-Kutenpali, Po-Duspur, Via-R.College, Dist-Bolangir		Consumer No 911225330007	Contact No. 7008931952
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) 116, 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	<input checked="" type="checkbox"/>	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 Braja Kishor Merli
For the Respondent -Sri Riazul Hoque, ESO, REC, Bolangir (Representative)

Complaint Case No. BGR/623/2024

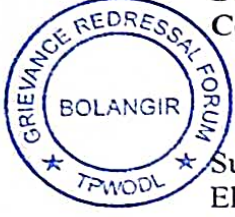
Sri Braja Kishor Merli,
For Sri Gaiutia Budha Merli,
At-Kutenpali, Po-Duspur,
Via-Rajendra College,
Dist-Bolangir
Con. No. 911225330007

- **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 1.5 KW. The complainant represented that he is being served with abnormal & inflated bill from Nov.-2023. For that inflated bill, the arrear has been accumulated to ₹ 1,51,858.76p 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 since Nov.-2023 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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated billing from Nov.-2023 is not a genuine dispute as all bills are raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum to 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 1.5 KW. The consumer has availed power supply prior to Apr.-1999 and the arrear outstanding upto Aug.-2024 is ₹ 1,51,858.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the accuracy of the meter having meter no. TPWODL1106098 which has been installed since 30th Nov. 2022 and represented that the said meter is showing excess consumption than actual consumption from Nov.-2023 onwards.
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 has tested the meter on 20th Sep. 2024 and submitted the report. The abstract of the PVR is,

*“Meter has been burnt, so meter testing is not possible.
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.”*

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

3. Hence, it is concluded that the present meter i.e. meter no. TPWODL1106098 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised with the said meter from Nov.-2023 to till the date of meter replacement needs to be revised under CI-155 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. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
2. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from Nov.-2023 to till the date of new meter installation under CI-155 of OERC Regulation Code 2019.
3. The required meter testing fees of ₹ 500/- must be debited against the consumer in the energy bill.
4. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Compliance report must be submitted to the Forum by the opposite party within seven months 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 Braja Kishor Merli, 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."