



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/ 917

Dated, the 19/09/2024

Corum: Er. Kumuda Bandhu Sahu - President
 Sri Prasanta Kumar Sahoo - Member (Finance)
 Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/627/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Manas Ranjan Panda, Branch Manager, C/o-Utkal Grameen Bank, At/Po-Gambhari, Via-Jogimunda, Dist-Bolangir	912322150009	9938329290
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	13.09.2024.		
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	13.09.2024		
9	Date of Order	19.09.2024		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Patnagarh

Appeared:

For the Complainant -Sri Manas Ranjan Panda
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/627/2024

Sri Manas Ranjan Panda,
Branch Manager,
C/o-Utkal Gramen Bank,
At/Po-Gambhari, Via-Jogimunda,
Dist-Bolangir
Con. No. 912322150009

- COMPLAINTANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.19.09.2024)

HISTORY OF THE CASE

The Complaint petition was filed by the representative Shri Manas Ranjan Panda who is a LT-GPS. consumer availing a CD of 2 KW. He has disputed the inflated bills raised in Apr. & May-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 : 13.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Patnagarh-II Section of Patnagarh Sub-division. The representative of the consumer represented that he was served with abnormal & inflated bill in Apr., May & Jun-2024 with 1299, 2002 & 111 units. For that, the arrear has been accumulated to ₹ 27,486.57p upto Jul.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

PREVIOUS COMPLAINS IF ANY :

Letter no. BR/MISC/26, dated 24.06.2024 of the complainant addressed to ESO-II, Patnagarh which was duly acknowledged by ESO-II, Patnagarh on 26.06.2024.

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-GPS consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the inflated billing in Apr. to Jun.-2024 is a genuine dispute as after receipt of consumer complainant, the said meter was tested on 02nd Jul. 2024 by MMG team and found that there is an error of 38.40%.

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-GPS consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Jul.-2024 is ₹ 27,486.57p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed with abnormal units in Apr. to Jun-2024 which was disputed by the complainant and represented that such huge consumption is not possible as there is no addition of extra load in their bank premises. The complainant has raised dispute before the OP earlier. Against that, the OP has arranged meter testing on 02nd Jul. 2024 by MMG team.
2. The MMG team has tested the meter on 02nd Jul. 2024 and submitted the report. The abstract of the PVR is,

“After successfully testing the meter, the meter was found to be defective with an error % of 38.40%. Hence, meter replacement is required.”

The meter test conducted by MMG team and report generated on 02nd Jul. 2024 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. TWST1702355 is a defective one and needs to be replaced with a new one. In this regard, the OP has taken pro-active action & replaced the defective meter on 17th Jul. 2024 with a new one with meter sl. no. TWST1752068 (Genus Smart Meter). Accordingly, the bills raised with the old defective meter from Apr. to Jun.-2024 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. The energy bill raised to the consumer from Apr.-2024 to Jun.-2024 are to be revised as per succeeding six months average consumption of new meter considering IMR : 0 (17.07.2024) & FMR of Jan-2025 under CI-155 of OERC Regulation Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. 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 Manas Ranjan Panda, Branch Manager, C/o-Utkal Grameen Bank, At/Po-Gambhari, Via-Jogimunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWOL, Titilagarh.
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.”