



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/ 975⁵

Dated, the 30/09/2024

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/633/2024		
2	Complainant/s	Name & Address Sri Saswat Sarangi, For Smt. Kumudini Mahapatra, At-Malpada, Po/Dist-Bolangir	Consumer No 911111080052	Contact No. 9938622987 8327708372
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.09.2024		
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	26.09.2024		
9	Date of Order	30.09.2024		
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Saswat Sarangi
For the Respondent -Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/633/2024

Sri Saswat Sarangi,
For Smt. Kumudini Mahapatra,
At-Malpada,
Po/Dist-Bolangir
Con. No. 911111080052

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.30.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was received a bill of ₹ 1,40,308.36p in the bill of Jul-2022 though there was no arrear in the previous bill. For that erroneous bill, the arrear has been accumulated to ₹ 1,51,206.79 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 : 26.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Balangir-I Sub-division. The consumer represented that he was served an arrear bill of ₹ 1.40,308.36p in the bill of Jul-2022 without any base. For that, the arrear has been accumulated to ₹ 1,51,206.79p upto Aug.-2024. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of the bill.

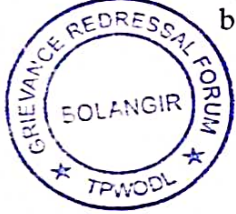
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply prior to Apr.-1999. The billing dispute raised by the complainant for an arrear bill of ₹ 1,40,308.36p is based on the meter reading available in the meter. The consumer was billed on "AVERAGE" basis from Apr-2009 to Jun-2022 due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. The matter was identified in Jul-2022 and the consumer was billed with IMR: 2001 & CMR : 30908 in Jul.-2022. An additional bill of ₹ 1,40,308.36p has been debited in Jul-2022 bill considering average billing period.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr.-1999 and the arrear outstanding upto Aug.-2024 is ₹ 1,51,206.79p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, he has received an arrear bill of ₹ 1,40,308.36p in Jul-2022 bill without base which needs bill revision.

The OP admitted the complaint and submitted that due to wrong punching of meter status by the concerned meter reader in Apr-2009, the consumer was billed on average basis from Apr.-2009 to Jun-2022. The meter status has been rectified in Jul-2022 with IMR : 2001 & CMR : 30908. Thereafter actual billing is going on. The defective billing period needs bill revision as per actual consumption of the meter (meter no. WUS31900). For that differential meter reading, an additional bill ₹ 1,40,308.36p has been raised considering the KWH reading of Jul.-2022.


In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter status for more than thirteen years where the meter was running with OK status in the field for which the consumer was raised dispute. Due to delay in updating the meter status, average billing was done which could have been avoided 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 ₹ 1,51,206.79p upto Aug.-2024.

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.

The additional bill raised in Jul-2022 is based on OERC Regulation. Hence, the petition of the complainant is hereby rejected.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Saswat Sarangi, At-Malpada, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."