



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/

1011

Dated, the

29/10/2024

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/641/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sri Pinku Barik, For Sri Dasarathi Barik, At/Po-Badbandh, Via-Deogaon, Dist-Bolangir		911524050407	7894075935																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	20.09.2024																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td>√</td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">15. Others (Specify) –</td></tr></table>				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) –			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																										
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8	Date(s) of Hearing	20.09.2024																																			
9	Date of Order	29.10.2024																																			
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 Budabahal

Appeared:

For the Complainant -Sri Pinku Barik

For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/641/2024

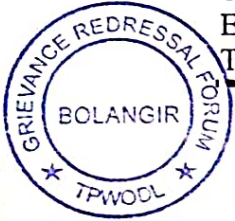
Sri Pinku Barik,
For Sri Dasarathi Barik,
At/Po-Badbandh,
Via-Deogaon,
Dist-Bolangir
Con. No. 911524050407

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.29.10.2024)

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 after installation of new meter in Feb.-2022. For that inflated bill, the arrear has been accumulated to ₹ 1,31,140.04p upto Sep.-2024. The complainant raised dispute against the said period and requested before the Forum for replacement of meter and suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 20.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The consumer represented that he is served with abnormal & inflated bill from the date of installation of new meter since Feb.-2022 and he is in apprehension that the said meter is recording excess consumption than actual consumption. He has submitted his grievances for installation of new meter and revision of bill. The complainant needs suitable bill revision for the said period.

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 Mar.-2008. The billing dispute raised by the complainant for the inflated billing from Feb.-2022 is not a genuine dispute as all bills were 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 since 09th Mar. 2008 and total outstanding upto Sep.-2024 is ₹ 1,31,140.04p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter with sl. no. TPWODL1013010 has been installed in the consumer premises on 04th Feb. 2022. The consumer was 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 at the earliest with submission of detailed report to the Forum. Accordingly, the OP arranged for meter testing on 07th Oct. 2024 by the MMG team and submitted the report. The abstract of the report is,
***"During testing found accuracy of meter no. TPWODL1013010 is 0.38%. Hence meter accuracy is OK.
Display of this meter is not clearly visible (partial display). So meter should be change."***

The meter test conducted by MMG and report generated on 07th Oct. 2024 has taken into record.

3. The Forum reviewed the billing abstract and found that due to meter defective, the consumer was served with average bills from Oct-2011 to Dec18/Jan19 which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. LW159750 during Feb-Mar/2019 and thereafter actual billing was done. The defective billing period needs bill revision as per consumption of new meter.

In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than seven 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.

4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.
5. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,31,140.04p upto Sep.-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.



CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT




1. The disputed meter i.e. sl. no. TPWODL1013010 has been tested and found error % is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected and directed to clear the arrear outstanding.
2. As the display unit of the existing meter is not clearly visible, the OP is directed to install a new meter within seven days from the date of receipt of this order.
3. The energy bills raised to the consumer from Feb-Mar/2017 to Dec18/Jan19 (restricted to two year) are to be revised as per succeeding six months average consumption of new meter by considering IMR : 213 (Apr-May/2019) & FMR : 414 (Aug-Sep/2019) under CI-155 & 157 of OERC Distribution Code 2019.
4. DPS is to be levied as per OERC Regulation.
5. 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 Pinku Barik, At/Po-Badbandh, Via-Deogaon, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."