

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/ 957^(S)

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/656/2024		
		Name & Address	Consumer No	Contact No.
2	Complainant/s	Mohd. Arshad, For Md. Saiad, At-Chandrasekharnagar, Near L.I.C Office, Po-R.College, Dist-Bolangir	911125100221	7540994786
3	Respondent/s	Name S.D.O (Elect.), No. 1, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	23.09.2024		
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	23.09.2024		
9	Date of Order	26.09.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Place of Hearing: Camp Court at Bolangir Town

Appeared:

For the Complainant -Mohd. Arshad

For the Respondent -Sri Uday Bhanu Nandy, S.D.O (Elect.), No. I, Bolangir

Complaint Case No. BGR/656/2024

Mohd. Arshad,
For Md. Saiad,
At-Chandrasekharnagar,
Near L.I.C Office,
Po-Rajendra College,
Dist-Bolangir
Con. No. 911125100221

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.26.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he is being served with abnormal & inflated bill after installation of new meter in Jul.-2024. For that inflated bill, the arrear has been accumulated to ₹ 24,241.45p 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 : 23.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

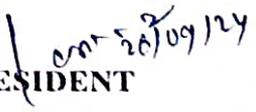
The complainant is a consumer under ESO-III section of Balangir-I Sub-division. The consumer represented that he is served with abnormal & inflated bill from the date of installation of new meter since Jul.-2024 and he is under apprehension that the said meter is recording excess consumption than actual 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 Jul.-2024 is not a genuine dispute as all bills are raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.


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-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 ₹ 24,241.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter of the consumer has been replaced with a new smart meter on 11th Jul. 2024 with meter sl. no. TWST1753587. The consumer has 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 by the MMG team at the earliest with submission of detailed report to the Forum. Accordingly, the complainant deposited the required testing fees of ₹ 500/- + GST @ 18% totalling ₹ 590/- on the same day vide receipt no. 44741023092402020002. The MMG team has tested the meter on 25th Aug. 2024 and submitted the report. The abstract of the PVR is,

“During testing, meter accuracy found within limit of error.”

The meter test conducted by MMG team and report generated on 25th Aug. 2024 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. TWST1753587 is out of error.

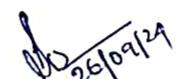
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The disputed meter i.e. sl. no. TWST1753587 was tested on 25th Sep. 2024 and found error which 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.

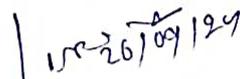
Case is disposed off accordingly.


K.S.PADHEE

CO-OPTED MEMBER


P.K.SAHOO

MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Mohd. Arshad, At-Chandrasekharnagar, Near L.I.C Office, Po-Rajendra College, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. 1, 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.”