



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 989⁵

Dated, the 18/10/2024

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/662/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Tapitra Kanda, At-Tentelpada, Po-Alanda, Via-Titilagarh, Dist-Bolangir	912124032967	9777028952	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), TPWODL, Titilagarh	Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	04.10.2024			
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	04.10.2024			
9	Date of Order	18.10.2024			
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 Sindhekela

Appeared:

For the Complainant -Sri Tapitra Kanda
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/662/2024

Sri Tapitra Kanda,
At-Tentelpada, Po-Alanda,
Via-Titilagarh, Dist-Bolangir
Con. No. 912124032967

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.18.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.11 KW. The complainant represented that he is being served with abnormal & inflated bill since long. For that inflated bill, the arrear has been accumulated to ₹ 39,864.92p 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 : 04.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Sindhekela Section of Titilagarh Sub-division. The consumer represented that he is served with abnormal & inflated bill since long 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 since Jan.-2017. The billing dispute raised by the complainant for the inflated billing since long 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.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.11 KW. The consumer has availed power supply since 20th Jan. 2017 and the arrear outstanding upto Aug.-2024 is ₹ 39,864.92p. As complained by the complainant and submission of OP, it is observed by the Forum that,

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT





1. The consumer was disputed the accuracy of the meter having meter no. 6019070 which has been installed since the date of power supply and represented that the said meter is showing excess consumption than actual consumption since long.
2. The Forum analysed the past consumption trend and observed that billing on actual meter reading basis was done up to Sep.-2021, thereafter provisional bill was done upto Jan-2024. From Feb-2024, abnormal consumption recorded.
3. 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 date vide receipt no. 4474030410240400002. The MMG team was tested the meter on 05th Oct. 2024 and submitted the report. The abstract of the report is,

“Meter condition not favourable for testing to be done, as meter display and pulse not clearly visible (meter faulty).” The meter test conducted by MMG and report generated on 05th Oct. 2024 has been taken into record.

4. Hence, it is concluded that the present meter i.e. meter no. 6019070 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised with the said meter from Oct-2022 to till the date of meter replacement (restricted to two year) 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 Oct-2022 to till the date of new meter installation under CI-155 of OERC Regulation Code 2019.
3. The meter testing fees excluding GST deposited by the complainant must be adjusted in the next bill as per OERC Regulation.
4. 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 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 Tapitra Kanda, At-Tentelpada, Po-Alanda, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, 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.”