



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/ 990

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/663/2024		
2	Complainant/s	Name & Address Sri Kunta Sahu, For Sri Hemsagar Sahu, At/Po-Sindhkela, Dist-Bolangir	Consumer No 912124010753	Contact No. 9938218768
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division 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) <u>155, 157</u> 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 Kunta Sahu

For the Respondent

-Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/663/2024

Sri Kunta Sahu,
For Sri Hemsagar Sahu,
At/Po-Sindhekela,
Dist-Bolangir
Con. No. 912124010753

- COMPLAINTANT

-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 2 KW. The complainant represented that he was served with provisional & average bills due to meter defective from Mar-2020 to Oct-2022. For that average bill, the arrear has been accumulated to ₹ 81,104.60 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 complainant represented that he was served with provisional & average bills from mar-2020 to Oct-2022 due to meter defective. For that, the arrear has been accumulated to ₹ 81,104.60p upto Aug.-2024. The complainant raised dispute against the said period and requested before the Forum for 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 Aug-2013. The billing dispute raised by the complainant for the provisional & average billing from Mar-2020 to Oct-2022 was due to wrong punching of meter status as "METER DEFECTIVE" in Mar-2020 which has been rectified in Nov-2022 with CMR : 18917, thereafter actual billing is going on. For that, an additional bill of ₹ 47,606.24 has been debited in Oct-2022 for the period Jun-2019 to Oct-2022 which needs bill revision as the same meter is continuing. As the above-stated average billing period bill has not been revised, it needs bill revision.

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 since 19th Aug. 2013 and the arrear outstanding upto Aug.-2024 is ₹ 81,104.60p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective status of the existing meter with meter no. 2634058 since Mar.-2020, the consumer was served with provisional & average bills from Mar-2020 to Oct-2022 resulting accumulation of arrear outstanding. Subsequently the OP found that the meter is running and has rectified the meter status to "METER RUNNING" in Nov.-2022 with CMR : 18917. This is a case of wrong punching of meter reading by the concerned meter reader during the month of Mar-2020 which has been rectified after two & half years. In result, the arrear has accumulated to the tune ₹ 81,104.60p upto Aug-2024.
2. Against that, the OP has raised an additional bill of ₹ 47,606.24p in Dec.-2022 for the period Jun-2019 to Oct-2022 for which the OP represented for recasting from date of power supply to Nov-2022 as the same meter is continuing.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 64,859.78p upto May-2024.
4. The OP has admitted with the billing dispute for the above-said period. During the course of hearing, the OP initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and a net amount of ₹. **24,793.51p** (₹ 47,606.24p - ₹ 22,812.73p) is to be withdrawn from the arrear outstanding.

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.

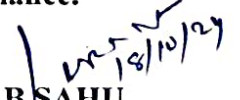
The OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 24,793.51p (₹ 47,606.24p - ₹ 22,812.73p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Kunta Sahu, At/Po-Sindhekala, 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."