



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfvesco.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/ 1073⁶⁵

Dated, the 30/11/2024

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/668/2024																										
2	Complainant/s	Name & Address Sri Rajendra Meher, For Late Bhaktaram Meher, At-Kendupali, Infront of Radhakrishna Temple, Po-Kamalpur, Dist-Sonepur	Consumer No 915203120575 (NEW) 915203020052 (OLD)	Contact No. 9668154724 8456847089																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	05.10.2024																										
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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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6. Others																												
8	Date(s) of Hearing	05.10.2024	24.10.2024																									
9	Date of Order	30.11.2024																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

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Place of Hearing: Dt.05.10.2024- Camp Court at B.M.Pur
Dt.24.10.2024- GRF, Bolangir

Appeared on dt.05.10.2024 & dt.24.10.2024):

For the Complainant -Sri Rajendra Meher

For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/668/2024

Sri Rajendra Meher,
For Late Bhaktaram Meher,
At-Kendupali, Po-Kamalpur,
Infront of Radhakrishna Temple,
Dist-Sonepur
Con. No. 915203120575 (NEW)
Con. No. 915203020052 (OLD)

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- OPPOSITE PARTY

ORDER

(Dt.30.11.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The representative of the consumer represented that though GRF was passed order on dated 24th Oct. 2019 in case no. 224/2019 but the OP has not yet revised the bill. Also, he submitted that after a long persuasion, a new meter was installed on 16th May 2024 but he is in apprehension that the said meter is recording excess consumption than his actual consumption. He has submitted his grievances for revision of bill and installation of a new meter. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 05.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The complainant represented that the order passed by Hon'ble GRF in Case no. 224/2019 has not yet complied. After persuasion, a new meter has been installed on 16.05.2024 with meter no. TWB141984 but the same meter is recording excess consumption than actual consumption. For that, the total outstanding has been accumulated to ₹ 1,97,099.36p upto Oct.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill and installation of a new meter.

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 OP submitted that as it is a very old case and needs old record verification for which 15 days time is required. Considering this, the Forum allowed time next date was fixed on 24th Oct. 2024.

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Accordingly, notice was issued on 18th Oct. 2024 with hearing date 24th Oct. 2024 to both the parties to remain present before the Forum with relevant documents.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 24.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant reiterated his grievance as stated in the earlier date of hearing i.e. 05th Oct. 2024 and requested for bill revision and replacement of present meter.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP submitted that in response to GRF Case no. 224/2019 and as per record available, no bill revision was done. A new meter has been installed on 16th May 2024 (Meter no. TWB141984) as per direction of GRF order. As disputed by the consumer regarding accuracy of the meter, the same meter was tested on 24th Oct. 2024 by MMG team and found that there is an error of 5.14%.

Considering the above, the OP requested before the Forum to consider this 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 Oct.-2024 is ₹ 1,97,099.36p. After gone through the documents submitted by both the parties, it is observed by the Forum that,

The complainant was appealed before the Forum which was registered as Case no. 224/2019. Hearing was done on 26th Sep. 2019 and Order pronounced on 24th Oct. 2019. The abstract of the order was,

- A. *The OP is directed to install a new tested meter within seven days of receipt of this order if not done already.*
- B. *The OP is directed to revise the energy bills charged from Jan-Feb/2015 to till the date of meter installation by obtaining monthly average consumption from actual consumption made in subsequent consecutive two bi-monthly billing cycles from the date of such meter installation.*

Against that Order, the OP submitted no compliance was done till date as per record available. In this regard, the OP submitted bill revision register copy which has been taken into record. Also, the OP was not replaced the meter till Apr.-2024. On 16th May 2024, the earlier disputed meter with meter sl. no. 8137185 has been replaced with a new meter with sl. no. TWB141984.

Taking into consideration of versions of both the parties, the Forum is of the view that,

The OP has given false statement during that time that bill revision was done in line with GRF order. This sort of activity by the then OP leads to misleading the Forum which is not acceptable at all. Due to this activity of OP, the complainant is losing confidence of the Forum as well as reputation of the licensee is badly hampered. Also, the consumer is being harassed repeatedly. The Form taken this as a **SERIOUS NOTE** and warned the OP not to repeat this in future. Also, the Forum advised the licensee to take appropriate action against submission of false information by the then OP.

Also, the complainant was disputed the accuracy of the present meter installed on 16th May 2024 that such huge consumption is not possible as there is no addition of extra load in her premises. Against that, the OP was arranged meter testing on 24th Oct. 2024 by MMG team. The

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MEMBER (Fin.)

PRESIDENT

MMG team has tested the meter on 24th Oct. 2024 and submitted the report. The abstract of the PVR is,

“The meter was tested and the error was found to be 5.14%.”

The meter test conducted by MMG team and report generated on 24th Oct. 2024 has taken into record. Hence, it is concluded that the present meter i.e. meter no. TWB141984 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised needs to be revised 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. The energy billing from Jan-Feb/2015 to till date of present new meter installation must be revised in line with GRF order in Case no. 224/2019.
3. The energy bills raised to the consumer from 16th May 2024 to till date of present new meter installation are to be revised as per succeeding six months average consumption of new meter 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 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 Rajendra Meher, At-Kendupali, Infront of Radhakrishna Temple, Po-Kamalpur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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.”